

FRANCHISE DISCLOSURE DOCUMENT

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The franchise is for a real estate brokerage offering with defined real estate brokerage services from a specified location under the name ERA®.

The total investment necessary to begin operation of an ERA® franchise is approximately \$27,350 to \$247,750 for a conversion real estate office, and \$108,850 to \$435,050 for a start-up real estate office. This includes \$0 to \$25,000 that must be paid to the franchisor or its affiliate. The initial franchise fee for a residential franchise is \$25,000 for the first office, \$5,000 for each additional office.

This disclosure document summarizes certain provisions of your franchise agreement and other information in plain English. Read this disclosure document and all accompanying agreements carefully. You must receive this disclosure document at least 14 calendar days before you sign a binding agreement with, or make any payment to, the franchisor or an affiliate in connection with the proposed franchise sale or grant. **Note, however, that no governmental agency has verified the information contained in this document.**

The terms of your contract will govern your franchise relationship. Don't rely on the disclosure document alone to understand your contract. Read all of your contract carefully. Show your contract and this disclosure document to an advisor, like a lawyer or an accountant.

Buying a franchise is a complex investment. The information in this disclosure document can help you make up your mind. More information on franchising, such as "A Consumer's Guide to Buying a Franchise," which can help you understand how to use this disclosure document, is available from the Federal Trade Commission. You can contact the FTC at 1-877-FTC-HELP or by writing to the FTC at 600 Pennsylvania Avenue, NW, Washington, DC 20580. You can also visit the FTC's home page at www.ftc.gov for additional information. Call your state agency or visit your public library for other sources of information on franchising.

There may also be laws on franchising in your state. Ask your state agencies about them.

Issued: March 30, 2022

How to Use This Franchise Disclosure Document

Here are some questions you may be asking about buying a franchise and tips on how to find more information:

QUESTION	WHERE TO FIND INFORMATION
How much can I earn?	Item 19 may give you information about outlet sales, costs, profits or losses. You should also try to obtain this information from others, like current and former franchisees. You can find their names and contact information in Item 20 or Exhibits G and H.
How much will I need to invest?	Items 5 and 6 list fees you will be paying to the franchisor or at the franchisor's direction. Item 7 lists the initial investment to open. Item 8 describes the suppliers you must use.
Does the franchisor have the financial ability to provide support to my business?	Item 21 or Exhibit F includes financial statements. Review these statements carefully.
Is the franchise system stable, growing, or shrinking?	Item 20 summarizes the recent history of the number of company-owned and franchised outlets.
Will my business be the only ERA[®] real estate business in my area?	Item 12 and the "territory" provisions in the franchise agreement describe whether the franchisor and other franchisees can compete with you.
Does the franchisor have a troubled legal history?	Items 3 and 4 tell you whether the franchisor or its management have been involved in material litigation or bankruptcy proceedings.
What's it like to be an ERA[®] franchisee?	Item 20 or Exhibits G and H lists current and former franchisees. You can contact them to ask about their experiences.
What else should I know?	These questions are only a few things you should look for. Review all 23 Items and all Exhibits in this disclosure document to better understand this franchise opportunity. See the table of contents.

What You Need To Know About Franchising *Generally*

Continuing responsibility to pay fees. You may have to pay royalties and other fees even if you are losing money.

Business model can change. The franchise agreement may allow the franchisor to change its manuals and business model without your consent. These changes may require you to make additional investments in your franchise business or may harm your franchise business.

Supplier restrictions. You may have to buy or lease items from the franchisor or a limited group of suppliers the franchisor designates. These items may be more expensive than similar items you could buy on your own.

Operating restrictions. The franchise agreement may prohibit you from operating a similar business during the term of the franchise. There are usually other restrictions. Some examples may include controlling your location, your access to customers, what you sell, how you market, and your hours of operation.

Competition from franchisor. Even if the franchise agreement grants you a territory, the franchisor may have the right to compete with you in your territory.

Renewal. Your franchise agreement may not permit you to renew. Even if it does, you may have to sign a new agreement with different terms and conditions in order to continue to operate your franchise business.

When your franchise ends. The franchise agreement may prohibit you from operating a similar business after your franchise ends even if you still have obligations to your landlord or other creditors.

Some States Require Registration

Your state may have a franchise law, or other law, that requires franchisors to register before offering or selling franchises in the state. Registration does not mean that the state recommends the franchise or has verified the information in this document. To find out if your state has a registration requirement, or to contact your state, use the agency information in Exhibit B.

Your state also may have laws that require special disclosures or amendments be made to your franchise agreement. If so, you should check the State Specific Addenda. See the Table of Contents for the location of the State Specific Addenda.

Special Risks to Consider About *This Franchise*

Certain states require that the following risk(s) be highlighted:

1. **Out-of-State Dispute Resolution.** The franchise agreement requires you to resolve disputes with the franchisor by mediation, arbitration and/or litigation only in New Jersey. Out-of-state mediation, arbitration, or litigation may force you to accept a less favorable settlement for disputes. It may also cost more to mediate, arbitrate, or litigate with the franchisor in New Jersey than in your own state.
2. **Spousal Guaranty.** Your spouse must sign a document that makes your spouse liable for all financial obligations under the franchise agreement even though your spouse has no ownership interest in the franchise. This guarantee will place both your and your spouse's marital and personal assets, perhaps including your house, at risk if your franchise fails.

Certain states may require other risks to be highlighted. Check the "State Specific Addenda" (if any) to see whether your state requires other risks to be highlighted.

**NOTICE REQUIRED
BY
STATE OF MICHIGAN**

THE STATE OF MICHIGAN PROHIBITS CERTAIN UNFAIR PROVISIONS THAT ARE SOMETIMES IN FRANCHISE DOCUMENTS. IF ANY OF THE FOLLOWING PROVISIONS ARE IN THESE FRANCHISE DOCUMENTS, THE PROVISIONS ARE VOID AND CANNOT BE ENFORCED AGAINST YOU.

Each of the following provisions is void and unenforceable if contained in any documents relating to a franchise:

- (a) A prohibition on the right of a franchisee to join an association of franchisees.
- (b) A requirement that a franchisee assent to a release, assignment, novation, waiver, or estoppels which deprives a franchisee of rights and protections provided in this act. This shall not preclude a franchisee, after entering into a franchise agreement, from settling any and all claims.
- (c) A provision that permits a franchisor to terminate a franchise prior to the expiration of its term except for good cause. Good cause shall include the failure of the franchisee to comply with any lawful provision of the franchise agreement and to cure such failure after being given written notice thereof and a reasonable opportunity, which in no event need be more than 30 days, to cure such failure.
- (d) A provision that permits a franchisor to refuse to renew a franchise without fairly compensating the franchisee by repurchase or other means for the fair market value at the time of expiration of the franchisee's inventory, supplies, equipment, fixtures, and furnishings. Personalized materials which have no value to the franchisor and inventory, supplies, equipment, fixtures, and furnishings not reasonably required in the conduct of the franchise business are not subject to compensation. This subsection applies only if: (i) the term of the franchise is less than 5 years and (ii) the franchisee is prohibited by the franchise or other agreement from continuing to conduct substantially the same business under another trademark, service mark, trade name, logotype, advertising, or other commercial symbol in the same area subsequent to the expiration of the franchise or the franchisee does not receive at least 6 months advance notice of franchisor's intent not to renew the franchise.
- (e) A provision that permits the franchisor to refuse to renew a franchise on terms generally available to other franchisees of the same class or type under similar circumstances. This section does not require a renewal provision.
- (f) A provision requiring that arbitration or litigation be conducted outside this state. This shall not preclude the franchisee from entering into an agreement, at the time of arbitration, to conduct arbitration at a location outside this state.

**THE MICHIGAN NOTICE APPLIES ONLY TO FRANCHISEES WHO ARE
RESIDENTS OF MICHIGAN OR LOCATE THEIR FRANCHISES IN MICHIGAN.**

(g) A provision which permits a franchisor to refuse to permit a transfer of ownership of a franchise, except for good cause. This subdivision does not prevent a franchisor from exercising a right of first refusal to purchase the franchise. Good cause shall include, but is not limited to:

(i) The failure of the proposed transferee to meet the franchisor's then-current reasonable qualifications or standards.

(ii) The fact that the proposed transferee is a competitor of the franchisor or subfranchisor.

(iii) The unwillingness of the proposed transferee to agree in writing to comply with all lawful obligations.

(iv) The failure of the franchisee or proposed transferee to pay any sums owing to the franchisor or to cure any default in the franchise agreement existing at the time of the proposed transfer.

(h) A provision that requires the franchisee to resell to the franchisor items that are not uniquely identified with the franchisor. This subdivision does not prohibit a provision that grants to a franchisor a right of first refusal to purchase the assets of a franchise on the same terms and conditions as a bona fide third party willing and able to purchase those assets, nor does this subdivision prohibit a provision that grants the franchisor the right to acquire the assets of a franchise for the market or appraised value of such assets if the franchisee has breached the lawful provisions of the franchise agreement and has failed to cure the breach in the manner provided in subdivision (c).

(i) A provision which permits the franchisor to directly or indirectly convey, assign, or otherwise transfer its obligations to fulfill contractual obligations to the franchisee unless provision has been made for providing the required contractual services.

The fact that there is a notice of this offering on file with the attorney general does not constitute approval, recommendation, or endorsement by the attorney general.

Any questions regarding this notice should be directed to the Department of Attorney General, Consumer Protection Division (Attention: Franchise), P.O. Box 30213, Lansing, Michigan 48909, telephone (517) 373-7117.

THE MICHIGAN NOTICE APPLIES ONLY TO FRANCHISEES WHO ARE RESIDENTS OF MICHIGAN OR LOCATE THEIR FRANCHISES IN MICHIGAN.

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ITEM 1. THE FRANCHISOR, AND ANY PARENTS, PREDECESSORS, AND AFFILIATES

To simplify the language in this disclosure document, “ERA”, “we,” “our,” or “us” means ERA Franchise Systems LLC, the franchisor. “You” or “Franchisee” means the person or entity that buys the franchise. If you are a corporation, partnership or other entity, “you” includes your owners.

The Franchisor, its Parents and Affiliates. We are a Delaware limited liability company, originally incorporated on January 31, 1996, and converted to a limited liability company on July 2, 2007. We do not do business under any other name. We are a wholly owned subsidiary of Realogy Services Group LLC (“RSG”), a Delaware limited liability company, a direct wholly owned subsidiary of Realogy Group LLC, a Delaware limited liability company (“Realogy Group”). Realogy Group is a direct wholly owned subsidiary of Realogy Intermediate Holdings LLC (“Intermediate Holdings”), a Delaware limited liability company, and a direct wholly owned subsidiary of Realogy Holdings Corp., a Delaware corporation (“Realogy Holdings”). Realogy Franchise Group LLC (“RFG”), a Delaware limited liability company, which is a wholly owned subsidiary of RSG, provides to us administrative services and RSG and its subsidiaries provide certain shared services described below. Our principal business address, as well as the principal business address of RFG, RSG, Realogy Group, Intermediate Holdings and Realogy Holdings, is 175 Park Avenue, Madison, New Jersey 07940. There are no predecessors that need to be disclosed in this Item 1.

On October 12, 2012, Realogy Holdings consummated an initial public offering of shares of common stock and its shares are listed on The New York Stock Exchange under the symbol, “RLGY.” Realogy Group and Realogy Holdings issue joint audited annual financial statements and continue to serve as our Guarantors.

We operate as a subsidiary of Realogy Group and Realogy Holdings (our parent companies), and Realogy Group and Realogy Holdings guarantee the performance of our obligations under the franchise agreements we sign with you and other franchisees. Realogy Group and Realogy Holdings own other subsidiaries, including franchisors of other real estate franchise systems (the “Real Estate Affiliates”), which may compete with your business. We share common management and oversight with the Real Estate Affiliates and Realogy Brokerage Group LLC (formerly known as NRT LLC) (“RBG”) a direct subsidiary of RSG, that owns and operates real estate brokerages under the service marks of certain Real Estate Affiliates and other service marks (as described below). In addition, as described in Item 2, the senior executives of Franchisor have executive oversight of one of the Real Estate Affiliates, Better Homes and Gardens Real Estate LLC. RFG provides dedicated teams in the fields of technology and data, business consulting and learning. These teams may provide enhanced shared services to us, the Real Estate Affiliates and RBG. Personnel of RFG may exercise executive control and decision-making over the Real Estate Affiliates and us and have access to competitive and other information about us and the Real Estate Affiliates, as well as information about RBG. As the ultimate parent company, the Realogy Holdings executive team oversees all Realogy subsidiaries; however, they do not participate in the day-to-day management of us or the Real Estate Affiliates. Realogy Holdings, Realogy Group, RSG and its subsidiaries, including RFG offer goods and services to you and other of our franchisees, as well as the franchisees of the Real Estate Affiliates. Realogy Holdings, Realogy Group, RSG and its subsidiaries, including RFG, reserve the right to develop systems and tools for use in the operation of a real estate brokerage business and to determine which of the Real Estate Affiliates and us, if any, will be permitted to offer such resources and systems to franchisees. See Item 8. Realogy Holdings, Realogy Group, RSG and its subsidiaries may also develop resources and systems for exclusive use by RBG.

Our agents for service of process are listed on Exhibit B.

Business Experience of Franchisor and Franchises Offered. We have been offering franchises for ERA[®] real estate sales offices since March 1996. Our predecessors had been offering franchises for ERA[®] real estate

sales offices since 1972. In 2010, we also began offering ERA Powered® franchises to be operated under the service marks “ERA Powered®” and “ERA Real Estate Powered®”, as further described below. We do not own or operate any real estate offices in the United States, although our affiliates do operate such offices (as described below). We have not offered franchises in any other lines of business.

We offer franchises for real estate sales offices in the United States to owners of existing real estate brokerage businesses and to in certain situations we may offer a franchise to newly formed real estate brokerages (the “Franchise” or the “Business”). The Franchise authorizes you to operate a real estate sales office using the “ERA® Identification” and the ERA® Marketing System. The ERA® Identification refers to the ERA® service mark and other trademarks, service marks, designs, logos and other commercial symbols we periodically designate (collectively, the “Marks”) and using the system that we have developed which includes access to brand specific systems, productivity resources, basic business development support, education, real estate referral and broker communications procedures, marketing and advertising services, products and other support funded by the ERA® brand marketing fund (“Brand Marketing Fund” or “BMF”) and various other items (the “System”), all in accordance with the terms of our Real Estate Franchise Agreement (“Franchise Agreement”) and the mandatory provisions of the Policies and Procedures Manual (“P&P Manual”).

If you meet our financial, professional, operational, and other standards, operate in a market in which we seek to be represented, and agree to pay our initial franchise fee, we may grant you a Franchise. The Franchise permits you to offer residential real estate brokerage services, commercial real estate services, and limited property management services from a specified office location (the “Main Office”) and other authorized office locations (the Main Office and other authorized office locations collectively referred to as an “ERA® Office” or “Office”) utilizing the System.

You will be required to sign a “Franchise Agreement” (see Exhibit C), Guaranty of Payment and Performance (Exhibit B to the Franchise Agreement) and Security Agreement (Exhibit F to the Franchise Agreement) and you will be able to offer only real estate brokerage services, as described above, at your franchised location(s), unless we provide written approval of other real estate related excluded businesses to be operated from the Office(s), subject to the restrictions of the Franchise Agreement. For additional Branch Offices (as defined in the Franchise Agreement) that we approve, you will be required to sign our Location Addendum to the Franchise Agreement (see Exhibit C-2). Except for those expressly stated obligations in this disclosure document, the Franchise Agreement or any other agreement, including those agreements referenced herein or attached as Exhibits to this disclosure document that you sign, we and our parents, subsidiaries and affiliates make no representations or implied warranties to you either by course of conduct or otherwise.

We have a diversity and veteran program under which we may waive or reduce the initial franchise fee and provide other business benefits for eligible franchisees. As of the issuance date of this disclosure document, the initial franchise fee for the Main Office under this program is waived and we provide other business benefits, including financial incentives. This program may be modified without notice at any time. We may establish and/or eliminate any benefits as we deem in the best interests of the System.

We may from time to time introduce pilot programs to qualifying franchisees who operate at least one franchised office. These pilot programs may be offered in certain geographic markets or to certain franchisees to test new business strategies, operating models or products and services. These pilot programs may provide different fee structures, minimum production requirements or other terms. Terms and conditions of each pilot will vary depending upon the circumstances and the particular market.

We may also offer franchisees the right to use the “ERA Powered®” wordmark for Offices in various markets. An ERA Powered® Office is essentially the same as an ERA® Office, except that, to take advantage

of a franchisee’s own brand recognition, the franchisee is granted the right to use the “ERA Powered®” and “ERA Real Estate Powered®” Mark in conjunction with its own brand or trade name and logo. We have the right to consider certain factors in granting a franchisee the right to use the ERA Powered® and/or the ERA Real Estate Powered® Marks in connection with their Franchise at any time during the Term of their Franchise Agreement, including without limitation, the prospective franchisee’s volume of transactions and reputation in the marketplace. We also may offer existing franchisees an ERA Powered® Office designation, in our sole discretion, to help them grow their Business. We also have the right to periodically waive or change the ERA Powered® Franchise criteria for new and existing franchisees and to change the Marks. If you are selected to participate in and utilize the ERA Powered® Office designation, you must sign an ERA Real Estate Powered® Office Addendum to the Franchise Agreement (see Exhibit C-1). References to ERA® real estate brokerage offices in this disclosure document may also mean ERA Powered® real estate brokerage offices, as applicable.

We also may permit a qualifying existing franchisee to open a limited purpose office. Limited purpose offices are designed to accommodate special market conditions and related situations, and as of the issuance date of this disclosure document include the following: Satellite Offices, Seasonal Offices, Temporary Tract Offices, Team Offices and Administrative Offices, as described in more detail in the P&P Manual (“Limited Purpose Offices”). The terms of each Limited Purpose Office will vary based on its particular function and other circumstances. We have the right to waive or vary the criteria described below in our reasonable business judgment. We enter into a limited number of new Limited Purpose Office Addenda each year and rarely enter into one at the time a franchisee signs its franchise agreement.

To obtain a Limited Purpose Office, you must sign the applicable then-current “Limited Purpose Office Addendum” to your Franchise Agreement. While we reserve the right, at any time, to modify the terms of the Limited Purpose Office Addenda, they typically: (i) will be for a one-year term (although we have the right to permit you to extend this period for one or more additional one-year terms); (ii) require the payment of a non-refundable initial franchise fee of \$1,000; (iii) contain a 30-day mutual termination right; (iv) prohibit or limit your ability to transfer your rights under the Limited Purpose Office Addendum, without our approval; (v) require all Gross Revenue (defined in Exhibit C to the Franchise Agreement) from the respective Limited Purpose Office to be reported through your Main Office and to be aggregated with the Main Office for all purposes under the Franchise Agreement; and (vi) will not hinder or prevent us from placing a new franchise location in close proximity to the Limited Purpose Office. Some Limited Purpose Office types prohibit signage and will not appear as locations on our website.

We reserve the right, at any time, to introduce pilot programs and to modify, discontinue or add to the Limited Purpose Offices. While Limited Purpose Offices are included as franchised outlets in Item 20, with the exception of Administrative and Team Offices, as of December 31, 2021, only about 9% of all franchised outlets were Limited Purpose Offices.

Business Experience of Real Estate Affiliates. The Real Estate Affiliates offering franchises that may compete with you include those listed below. The principal business address of these Real Estate Affiliates is the same as ours.

Real Estate Affiliates	Began or Will Begin Franchising	Predecessor Began Franchising
Century 21 Real Estate LLC ¹	1995	1972
Coldwell Banker Real Estate LLC ²	1982	N/A
Sotheby’s International Realty Affiliates LLC ³	2004	N/A

Better Homes and Gardens Real Estate LLC ⁴	2008	N/A
Corcoran Group LLC ⁵	2019	N/A

¹**Century 21 Real Estate LLC (“Century 21”).** Century 21 offers residential real estate brokerage franchises to be operated under the service mark “CENTURY 21®.” Century 21 began granting real estate franchises directly to brokers in 1995. From 1972 until 1995, Century 21 only granted subfranchises. These subfranchises authorized the grantees, called subfranchisors, to offer CENTURY 21® franchises to real estate brokers within protected territories. In 1995, Century 21 merged with the United States subfranchisors and in 1996 began selling CENTURY 21® franchises directly. As of December 31, 2021, franchisees operated 1,902 CENTURY 21® real estate brokerage offices in the United States. Century 21 does not own or operate any real estate brokerage offices in the United States and has never granted franchises in other lines of business.

²**Coldwell Banker Real Estate LLC (“Coldwell Banker”).** Coldwell Banker offers residential real estate brokerage franchises to be operated under the service mark “Coldwell Banker®” and commercial real estate brokerage franchises to be operated under the service mark “Coldwell Banker Commercial®.” Coldwell Banker has been offering residential real estate franchises since 1982 and commercial real estate franchises since 1998. As of December 31, 2021, franchisees operated 1,430 Coldwell Banker® residential real estate brokerage offices and 123 Coldwell Banker Commercial® real estate brokerage offices in the United States. Coldwell Banker has never offered franchises in any other type of business or operated any other type of business.

³**Sotheby’s International Realty Affiliates LLC (“SIR”).** SIR offers residential real estate brokerage franchises to be operated under the service mark “Sotheby’s International Realty®.” SIR has been offering real estate franchises since 2004. As of December 31, 2021, franchisees operated 647 Sotheby’s International Realty® brokerage offices in the United States. SIR has never offered franchises in any other type of business or operated any other type of business.

⁴**Better Homes and Gardens Real Estate LLC (“BHGRE”).** BHGRE offers residential real estate brokerage franchises to be operated under the service mark “Better Homes and Gardens® Real Estate.” BHGRE has been offering real estate franchises since 2008. As of December 31, 2021, franchisees operated 392 Better Homes and Gardens® Real Estate brokerage offices in the United States. BHGRE has never offered franchises in any other type of business or operated any other type of business.

⁵**Corcoran Group LLC (“Corcoran”).** Corcoran began offering residential real estate brokerage franchises to be operated under the service mark “Corcoran®” in January 2019. As of December 31, 2021, franchisees operated 118 Corcoran® brokerage offices in the United States. Corcoran has never offered franchises in any other type of business or operated any other type of business.

Each Real Estate Affiliate will offer franchises using its own franchise disclosure document, and there may be additional Real Estate Affiliates formed in the future. Because the Real Estate Affiliates may establish brokerages in close proximity to your ERA® office locations, you may face competition from any of these franchised brokerage systems (or new brokerage franchise systems) and their franchisees for customers, independent agents, managers, employees and other business, including relationships with title, mortgage, escrow and relocation services. Each Real Estate Affiliate has total discretion where to permit its franchisees to operate and has the express right to act in its own interest and the interest of its franchise system in authorizing, conducting and supporting businesses that will compete with you and our franchisees.

As of December 31, 2021, there were approximately 20,355 real estate brokerage offices operating under our Marks and the marks of the Real Estate Affiliates worldwide.

Business Experience of Certain Other Affiliates. Realogy Brokerage Group, or RBG, formerly known as NRT LLC, was originally formed as a Delaware corporation on August 29, 1997, and converted to a Delaware limited liability company on July 2, 2007, and changed its name to RBG on February 17, 2020. RBG is a subsidiary of RSG and shares the same principal business address as ours. As of the issuance date of this disclosure document, RBG directly owns and operates real estate brokerage offices doing business as Coldwell Banker®, Coldwell Banker Commercial® and Sotheby's International Realty®. In addition, RBG indirectly owns and operates real estate brokerage offices doing business as Corcoran® and Corcoran Sunshine® through its direct wholly owned subsidiary NRT New York LLC, a Delaware limited liability company ("NRT NY"), whose principal place of business is 660 Madison Avenue, 12th Floor, New York, NY 10065.

As of December 31, 2021, RBG owned and operated 585 Coldwell Banker® residential real estate brokerage offices, 3 Coldwell Banker Commercial® real estate brokerage offices and 41 Sotheby's International Realty® real estate brokerage offices. As of December 31, 2021, NRT NY owned and operated a total of 28 Corcoran® real estate brokerage offices and 1 Corcoran Sunshine® office. RBG and NRT NY operate mainly in metropolitan areas and compete directly with franchisees in the areas in which they operate. RBG and NRT NY may compete with you and other franchisees in your market to solicit customers, independent agents, managers, employees, and other business, including relationships with title, mortgage, escrow and relocation services. There are no restrictions on RBG and NRT NY regarding competition with franchisees.

Realogy Group offers and administers franchises and master licenses in Canada, the territories of the United States and outside the United States for the Coldwell Banker® system, and the Better Homes and Gardens® Real Estate, ERA®, CENTURY 21®, Sotheby's International Realty® and the Corcoran® systems. These licenses may grant exclusive rights to the licensee for a particular territory to operate real estate brokerage offices under the respective marks and, in some cases, to sublicense the marks to others for use in the operation of real estate brokerage offices.

RSG offers services and products to the Real Estate Affiliates, including those offered under the Strategic Alliance Program (See Item 8).

Cartus Corporation ("Cartus"), a wholly owned subsidiary of RSG, provides global relocation services to public and private sector employers and their employees. In addition to offering other services, Cartus refers relocating customers to brokers in the United States, including participating franchisees of the Real Estate Affiliates and RBG. Cartus' principal place of business is at 40 Apple Ridge Road, Danbury, Connecticut 06810.

Realogy Lead Management Services, Inc., doing business as Realogy Leads Group, a subsidiary of RSG, provides lead generation to our franchisees, the franchisees of the Real Estate Affiliates and RBG, through agent and brokerage networks, including the Realogy Advantage Broker Network, in exchange for a split of the commission that the brokers earn on the transaction. Realogy Leads Group includes real estate benefit programs for the purposes of providing high-quality leads through both Realogy-driven programs and the Realogy Advantage Broker Network. Where permitted by law, consumers participating in certain real estate benefit programs can receive a financial incentive for using these services (such as cash or a gift card, or real estate brokerage commission credit based on the home purchase/sale price pursuant to the applicable program). Our franchisees, franchisees of the Real Estate Affiliates and RBG are eligible to apply to participate in programs offered by Realogy Leads Group. Realogy Leads Management Services, Inc. shares its principal business address with us, at 175 Park Avenue, Madison, New Jersey 07940.

ZapLabs, LLC (formerly known as ZipRealty LLC) (“ZapLabs”), a Delaware limited liability company and wholly owned subsidiary of RSG, provides a suite of productivity tools to assist in operating a real estate brokerage business, including online marketing and a customer relationship management (“CRM”) and a broker and agent website platform (collectively referred to as the “CRM and Consumer Platform”). ZapLab’s principal business address is 1855 Gateway Blvd. #750, Concord, CA 94520.

Realogy Title Group (formerly known as Title Resource Group LLC) (“RTG”), a wholly owned subsidiary of RSG, offers title and settlement services to customers, real estate companies, affinity groups, corporations and financial institutions. Title Resources Guaranty Company (“TRGC”), a Texas Corporation and an indirect subsidiary of RTG, offers insurance to protect the purchaser and/or the mortgage lender against loss or damage in the event that title is not transferred properly, or a lender’s lien is not recorded in proper priority position. RTG is also a subsidiary of Realogy Group. On October 6, 2021, RTG entered into an agreement, pursuant to which certain entities affiliated with Centerbridge Partners, L.P. will purchase a 70% indirect interest in TRGC and RTG will hold a 30% indirect interest. RTG and TRGC offer products and services to our franchisees, to RBG, and the franchisees of the Real Estate Affiliates. RTG’s principal business address is 3001 Leadenhall Road, Mt. Laurel, NJ 08054. TRGC’s principal business address is 8111 LBJ Freeway, Suite 1200, Dallas, TX 75251.

Realogy Group through its indirect, wholly owned subsidiary, TRG Venture Partner LLC, a Delaware limited liability company (“Realogy Mortgage Partner”), owns a 49.9% interest in Guaranteed Rate Affinity, LLC, a Delaware limited liability company (“Guaranteed Rate Affinity”) and a subsidiary of Guaranteed Rate, Inc., a Delaware corporation (“Guaranteed Rate”), which owns a 50.1% interest. Guaranteed Rate Affinity began doing business in August 2017. In addition to originating loans for RBG and NRT NY customers, that Guaranteed Rate Affinity may market its mortgage lending services to our franchisees and to franchisees of the Real Estate Affiliates. All mortgage loans originated by the venture are sold to third party investors, and Guaranteed Rate Affinity does not hold any mortgages for investment purposes or perform servicing functions for any loans it originates. Realogy Mortgage Partner’s principal business address is 3001 Leadenhall Road, Mt. Laurel, NJ 08054, and Guaranteed Rate’s principal business address is 3940 N. Ravenswood, Chicago, IL 60613. Guaranteed Rate Affinity’s principal business address is 1800 W. Larchmont Ave., Chicago, IL 60613.

Realogy Group, through RBG, owns a 49% interest in RealSure LLC, a Delaware limited liability company (“RealSure”). RealSure is a joint venture between RBG and Home Partners Resources JV Member LLC, a Delaware limited liability company (“HPA Member”) and an indirect wholly owned subsidiary of Home Partners Holdings LLC, a Delaware limited liability company (f/k/a Home Partners of America, Inc.) (“HPA”), which owns a 51% interest. RealSure began doing business in October 2020. RealSure aims to provide affiliated agents and franchise owners the opportunity to win more listings and drive incremental business. RealSure offers home buyers and sellers options that give them a competitive edge when buying or selling a home, while also keeping the expertise of an independent sales agent at the center of the transaction. RealSure currently offers two distinct programs: RealSure Sell and RealSure Buy. As of December 31, 2021, the RealSure Sell program was available in 24 U.S. cities to agents affiliated with the BHGRE, CENTURY 21, Coldwell Banker, ERA and Corcoran systems. RealSure Sell provides home sellers with a competitive cash offer for their home with the option to list their home with a real estate agent. Home sellers that accept the cash offer from RealSure have the flexibility to stay in their home for a limited period of time after closing. RealSure Buy was launched in 3 pilot cities in the United States in 2021 and as of December 31, 2021, the RealSure Buy program was available in 3 U.S. cities to agents affiliated with Coldwell Banker® RBG offices, with plans to expand the offering in certain states in 2022. RealSure Buy provides home buyers a competitive edge and home sellers more certainty by providing qualified buyers the opportunity to work with a loan officer to remove the risk of mortgage-related financing and appraisal contingencies to make their offers equivalent to a cash offer. RealSure and HPA’s principal business address is 120 South Riverside Plaza, Suite 2000, Chicago, IL 60606.

Realogy Group's wholly owned subsidiaries, RealVitalize LLC and RealVitalize Affiliates LLC, each a Delaware limited liability company (collectively "RealVitalize"), partnered with Angi, an operating business of Angi Inc., a Delaware corporation. Angi is the nation's largest network of pre-screened, homeowner-rated home service professionals to offer home sellers with home improvement resources during the home listing process. RealVitalize enables home sellers to make their property ready for sale by providing resources to fund staging and home improvements with no up-front cost via a consumer program offered in partnership with Angi. The RealVitalize program began doing business in 2019 and as of December 31, 2021, RealVitalize is available nationally through participating Realogy company-owned and franchise brokerages, with the exception of the States of Rhode Island, Delaware, Louisiana, North Dakota and South Dakota. RealVitalize LLC and RealVitalize Affiliates LLC shares a principal business address with us, at 175 Park Avenue, Madison, New Jersey 07940. Angi, Inc.'s principal business address is 3601 Walnut St. #81, Denver, Colorado 80205.

Realogy Group, through RSG owns a 50% interest in RESO-CA JV LLC, a Delaware limited liability company ("RESO"), a joint venture formed on November 17, 2021, between RSG and Sotheby's, a privately held Delaware corporation, the world's largest marketplace for art and luxury, which owns a 50% interest. RESO owns an 80% indirect interest in Concierge Auctions, LLC, a New York limited liability company doing business as an online auction platform for luxury real estate. Concierge Auctions was founded in 2008 and serves as a global luxury real estate auction marketplace that partners with real estate agents to host luxury online auctions for clients. Concierge Auctions will continue to operate independently, partnering with agents across the real estate industry, including agents affiliated with Realogy brands. RESO shares its principal business address with Sotheby's at 1334 York Avenue, New York, NY 10021. Concierge Auctions LLC's principal business address is 228 Park Avenue S PMB 70835, New York, NY 10003.

We may license our Marks to RTG, Guaranteed Rate Affinity, RealSure, RealVitalize, RESO and ZapLabs for use in connection with their product offerings. In addition, we may license our Marks to third party providers of services or products ancillary to the delivery of real estate brokerage services or to third party providers of services or products offered to our franchisees.

Competition. The residential real estate brokerage industry is a mature industry. You will be competing with other unaffiliated and chain-affiliated real estate brokerage offices in your market area. Some of those offices might be other ERA® or ERA Real Estate Powered® Offices or franchised offices of the Real Estate Affiliates or offices of our affiliates RBG and NRT NY. You may face competition for independent agents, customers (buyers and sellers), listings, property management, and related real estate business in your market area from other ERA® and ERA Real Estate Powered® franchisees, franchisees of the Real Estate Affiliates, RBG and NRT NY. We do not restrict your competition, although we encourage our franchisees to work collaboratively for the success of the System. The market for real estate services is typically the most developed in more populous areas. In resort areas, the market may be seasonal. Your ability to compete may be affected by the quality of independent agents, the location of offices, the services provided to independent agents, the number of competing offices in the vicinity, including offices operating under different business models, affiliation with a recognized brand name, community reputation and other factors. Your success may also be affected by national, regional and local economic conditions.

Laws Applicable to the Real Estate Brokerage Business. Each of the states in which we grant Franchises has laws and regulations governing the operation of a real estate brokerage office. You will be required by those laws and by your Franchise Agreement to comply with the regulatory requirements in your market area. An individual must be licensed by the state as a real estate broker before that person may provide real estate brokerage services. You should consult with the appropriate state licensing authority before entering into a Franchise Agreement. There will also be other laws and regulations, including federal laws like the Real Estate Settlement Procedures Act ("RESPA"), that will impact many important ways that you do

business, including how you represent your clients and customers, your client agreement provisions, your real estate license, your relationship with your independent agents, how you handle your accounting and your revenues, what fees you may charge and with whom they can be split, if any, how you advertise and how you hold yourself and your independent agents out to the public. We urge you to familiarize yourself with these laws and regulations by asking a legal advisor or an appropriate state agency about them. You must also comply with the National Association of REALTORS® Code of Ethics. Some states may have home protection, home warranty, residential service contract or insurance laws and regulations. Your state may also regulate guaranteed sales plans including the ERA Sellers Security PlanSM.

ITEM 2. BUSINESS EXPERIENCE

Chairman Emeritus, Realogy Franchise Group: Alexander E. Perriello, III

Mr. Perriello has served in a senior advisor capacity as Chairman Emeritus of Realogy Franchise Group since April 1, 2017. From October 13, 2016 to March 31, 2017, Mr. Perriello served as Chief Executive Officer of Realogy Franchise Group focusing on strategic growth.

President and Chief Executive Officer: Realogy Franchise Group: Susan Elizabeth Yannaccone

Ms. Yannaccone was appointed President and Chief Executive Officer of Realogy Franchise Group on November 30, 2020. Prior to her appointment to this role, Ms. Yannaccone served as Regional Executive Vice President for Realogy Brokerage Group from March 2018 through November 2020. Prior to her role with Realogy Brokerage Group, Ms. Yannaccone served as President and Chief Executive Officer of ERA from September 2016 through March 2018, and Chief Operating Officer of ERA from June 2015 through August 2016.

Chief Financial Officer, Realogy Franchise Group and Realogy Brokerage Group: Roger Favano

Mr. Favano was appointed Chief Financial Officer of Realogy Franchise Group in February 2018. Prior to joining Realogy Franchise Group, Mr. Favano served, and continues to serve, as the Senior Vice President and Chief Financial Officer for RBG since August 2017. Mr. Favano is responsible for the financial operations, including collection, reporting, budgeting and various operational issues for us, RBG and the Real Estate Affiliates. Mr. Favano may also be appointed to hold the same position (or similar positions) with other of our affiliates. From February 2016 through August 2017, Mr. Favano was Chief Financial Officer of DFC Global Corporation in Malvern, PA.

Executive Vice President, Worldwide Sales, Realogy Franchise Group: Rich Green

Mr. Green was appointed Executive Vice President, Worldwide Sales of Realogy Franchise Group in July 2013.

Vice President, Sales Strategy and Operations: James Corcoran

Mr. Corcoran was appointed Vice President, Sales Strategy and Operations of Realogy Franchise Group in July 2021. Prior to joining Realogy Franchise Group, Mr. Corcoran served as Chief Financial Officer, Company Owned Operations for Engel & Volkers Americas in New York, NY from January 2020 to July 2021 and as Senior Vice President, Finance Franchise Operations for Engel & Volkers Americas from April 2015 to July 2021.

President, Chief Executive Officer: Sherry Chris

Ms. Chris was appointed our President and Chief Executive Officer in September 2019. Ms. Chris also has served as President and Chief Executive Officer of Real Estate Affiliate, BHGRE, a position she has held since October 2007.

Vice President, Strategic Growth Frank Malpica

Mr. Malpica was appointed our Vice President, Strategic Growth in 2019. Since February 2022 Mr. Malpica has also served as Vice President, Strategic Growth of Real Estate Affiliate, BHGRE. Prior to his current role, Mr. Malpica served as our Vice President, Strategic Partnership from March 2019 to October 2019 and our Senior Director, Product from February 2015 to March 2019.

National Vice President: Lee Ann Roughton

Ms. Roughton has served as our National Vice President since February 2022. Prior to her current role, Ms. Roughton served as our Vice President from December 2017 to February 2021 and as our Executive Business Consultant from February 2007 to December 2017.

Chief Marketing Officer: Jennifer Marchetti

Ms. Marchetti was appointed our Chief Marketing Officer in September 2019. Ms. Marchetti also has served as Chief Marketing Officer of Real Estate Affiliate, BHGRE, a position she has held since October 2014.

Senior Vice President, Franchise Sales: Diana Wall

Ms. Wall was appointed our Senior Vice President, Franchise Sales in July 2018. From September 2019 to January 2021, Ms. Wall also served as Senior Vice President, Franchise Sales of Real Estate Affiliate, BHGRE. Prior to becoming our Senior Vice President, Franchise Sales, Ms. Wall served as Vice President, Operations for Project C.U.R.E. located in Denver, Colorado from September 2017 to July 2018. From June 2017 through September 2017, Ms. Wall was awaiting the creation of her position at Project C.U.R.E. Ms. Wall served as Vice President, Business Development for Air Methods in Denver, Colorado from February 2014 through May 2017.

ITEM 3. LITIGATION

A. Pending Litigation Against Us.

None

B. Resolved Litigation Against Us.

1. ERA Franchise Systems LLC v. LCL Realty Corp, and LLCs Realty Corp. d/b/a ERA Gotham Realty, Yaron Cohen, David Levin and Samuel Cohen, (Docket Number: MRS-L-2445-09, Superior Court of New Jersey, Law Division: Morris County). On July 30, 2009, we filed suit against the active franchisee and its owners for past due sums and trademark violations. The franchisee and owners filed an answer on October 5, 2009. Effective October 22, 2009, we terminated the franchise agreements as a result of franchisee's failure to report and pay franchise fees on their real estate transactions. Despite the termination, franchisee continued to use our trademarks without authorization. Subsequently, we filed an amended complaint on June 9, 2010. Franchisee and its owners filed an answer with counterclaim on July 12, 2010. A settlement agreement was signed on September 1, 2010, requiring franchisee and its owners to pay us the sum of \$90,000. The former franchisee and its owners failed to make all payments required pursuant to the settlement agreement and we moved for a consent judgment. On or about January 30, 2013, the Court entered a consent judgment against the franchisee and its owners in the amount of \$46,000.

2. ERA Franchise Systems LLC v. Hoppens Realty, Inc., f/d/b/a ERA Hoppens Realty Group, and Michael S. Hoppens, (Case Number 12-CV-594, United States District Court, Western District of Wisconsin). On August 16, 2012, we filed a complaint against this former franchisee and its owner for breach of contract and guaranty. On November 30, 2012, the former franchisee and its owner filed a

counterclaim alleging breach of contract, conversion, unjust enrichment, misrepresentation and a violation of the Wisconsin Fair Dealership Law. On January 11, 2013, we filed a motion for judgment on the pleadings seeking the dismissal of all of former franchisee's counterclaims. Former franchisee and its owners filed their opposition on January 31, 2013, and we replied on February 11, 2013. This matter was settled as of October 24, 2013, under which the former franchisee and its owner will pay us \$115,005.91 over time.

3. ERA Franchise Systems LLC v. Houston Best Realty, Inc., f/d/b/a ERA Best Realty and Ali Reza Rafat, (Docket Number MRS-L-265-13, Superior Court of New Jersey Law Division: Morris County). On January 29, 2013, we filed a complaint against this former franchisee and its owner for breach of contract and guaranty. On March 25, 2013, the former franchisee and its owner filed an answer and counterclaim alleging breach of good faith and fair dealing, estoppel, fraudulent inducement, violation of the Consumer Fraud Act and setoff. On April 29, 2013, we filed a motion to dismiss the former franchisee's counterclaims and the court granted our motion to dismiss as to all claims except for one counterclaim for breach of the implied covenant of good faith and fair dealing. On November 22, 2013, the court granted our motion to strike the former franchisee's answer for failure to reply to our discovery requests and entered default against the former franchisee and its owner. On February 7, 2014, we filed a motion to dismiss the answer with prejudice. This matter was settled on July 25, 2014, and the former franchisee agreed to pay us \$15,000.00 over time.

4. ERA Franchise Systems LLC v. Holiday Real Estate, Inc., Jerome E. Milko, and Denise A. Milko, (Case No. MRS-L-2893-14, Superior Court of New Jersey, Law Division: Morris County). On November 25, 2014, we filed suit against the former franchisee and its guarantors for trademark infringement and collection of amounts due. On July 13, 2015, former franchisee filed an Answer and Counterclaim asserting claims for breach of contract, breach of the implied covenant of good faith and fair dealing, and fraud. On July 24, 2015, we filed an Answer to the Counterclaim denying the material allegations. Former franchisee and its guarantors were deficient in their discovery obligations and we filed a motion to strike the counterclaims, which was granted on August 12, 2015, but then denied upon reconsideration on October 18, 2015. Former franchisee and its guarantors also failed to comply with the trademark consent injunction and we filed a motion to enforce our rights, which was granted on August 21, 2015. On November 18, 2015, we filed a motion to compel discovery. This matter settled on April 8, 2016, and the former franchisee and guarantors agreed to pay us \$20,000 over time.

5. ERA Franchise Systems LLC v. Teicher Associates, Inc. f/d/b/a ERA Buy It Realty, and Fred Teicher, (Docket No. MRS-L-1230-15, Superior Court of New Jersey, Law Division: Morris County). On May 19, 2015, we filed suit against the former franchisee and its guarantor for trademark infringements and collection of amounts due. On July 9, 2015, guarantor filed an Answer and Counterclaim asserting that we violated bankruptcy law by seeking recovery of amounts previously discharged in bankruptcy. We filed a motion to strike the Answer and Counterclaim with prejudice for failure to provide discovery and a motion for preliminary injunctive relief due to the former franchisee's and guarantor's continued use of the ERA® marks, both of which were returnable on February 19, 2016. This matter was settled on February 26, 2016, and the former franchise paid us \$20,000.

6. ERA Franchise Systems LLC v. LBH National Corporation and Roger Herman (Case No. YC 071137, Superior Court of California: County of Los Angeles). On February 22, 2016, we filed a complaint against the franchisee and its guarantor for breach of contract, breach of promissory note, breach of Guaranty, breach of Security Agreement, account stated, money lent, quantum meruit and accounting. By letter, dated April 11, 2016, the former franchisee's Franchise Agreement was terminated, effective April 13, 2016. On April 19, 2016, we filed a First Amended Complaint against the former franchisee and its guarantor, alleging causes of action for breach of contract, breach of promissory note, breach of Guaranty, breach of Security Agreement, recovery of personal property, account stated, money lent, quantum meruit

and accounting. On April 28, 2016, the Court entered a Temporary Restraining Order prohibiting the former franchisee from making certain uses of our collateral within the franchisee's possession. On May 24, 2016, the former franchisee filed a Counterclaim alleging breach of contract, breach of contract/implied covenant of good faith and fair dealing, rescission, restitution, unjust enrichment, tortious interference with contractual relations and fraud. On June 15, 2016, the Court granted our motion seeking a Writ of Possession regarding collateral within the former franchisee's possession. On June 23, 2016, the franchisee filed for Chapter 11 Bankruptcy protection and we filed a Proof of Claim in the bankruptcy action. The state court action was stayed as to our claims against the franchisee as a result of its Chapter 11 filing. On July 26, 2016, we filed an emergency motion to convert the bankruptcy to a Chapter 7 or, in the alternative, for appointment of a Chapter 11 Trustee, and on October 13, 2016, the bankruptcy was converted to a Chapter 7. By order dated, September 29, 2017, the bankruptcy court approved our settlement with the Trustee for the former franchisee, granting us an allowed claim in both the bankruptcy and the state court action against the former franchisee (but not the guarantor) for \$5,407,991.75, plus \$362,851.47 in legal fees, dismissing the former franchisee's counterclaims and ordering the Trustee to release to us \$55,353.29 in cash collateral collected by the Trustee. As part of the settlement with the Trustee, the Trustee would retain \$50,000 of cash collateral collected for the former franchisee's bankruptcy estate to pursue claims against other parties potentially liable to the former franchisee's bankruptcy estate. On or about October 7, 2017, we received \$55,353.29 from the former franchisee's bankruptcy estate. The extent of further recovery against the former franchisee, if any, will be determined in the former franchisee's bankruptcy case. On October 19, 2017, the guarantor filed for Chapter 7 Bankruptcy and we filed a Proof of Claim in that action as well. On October 26, 2018, the Trustee in the franchisee's bankruptcy case filed a final report with the Bankruptcy court indicating that we would receive an additional distribution from the estate in the amount of \$8,952.10. The guarantor received a discharge of its bankruptcy on January 22, 2019.

7. ERA Franchise Systems v. The Herman Group, LLC and Roger Herman (Case No. 2016 CV 30606, District Court, County of Denver, State of Colorado). On February 22, 2016, we filed a Complaint against the former franchisee and its guarantor alleging breach of contract, breach of promissory note, breach of Guaranty, replevin, account stated, money lent, quantum meruit and accounting. By letter, dated April 11, 2016, the former franchisee's Franchise Agreement was terminated, effective April 13, 2016. On April 15, 2016, we filed an Amended Complaint alleging breach of contract, breach of promissory note, breach of Guaranty, replevin, account stated, money lent, quantum meruit and accounting. On May 20, 2016, the Court granted our motion to file a Second Amended Complaint, alleging federal trademark infringement, false designation of origin, trademark dilution, common law trademark infringement, statutory unfair competition, common law unfair competition, breach of contract, breach of promissory note, breach of Guaranty, breach of Security Agreement, recovery of personal property, account stated, money lent, quantum meruit and accounting. On June 24, 2016, the former franchisee filed a Counterclaim alleging breach of contract, breach of implied covenant of good faith and fair dealing, rescission and restitution, and unjust enrichment. By order dated September 14, 2017, the court granted our motion for summary judgment in part, awarding us \$3,117,154.08 plus interest in the amount of \$144,482.77 for our breach of contract claims. The court awarded us \$428,571.44 plus interest in the amount of \$102,132.65 for our breach of promissory note claims. The court also dismissed all of the former franchisee's counterclaims for any alleged conduct pre-dating December 8, 2015. By settlement agreement dated September 15, 2017, former franchisee and its guarantor executed a stipulated judgment in the amount of \$3,794,248.06 in our favor, which also dismissed the remaining counterclaims. As part of the settlement, the guarantor also granted us a personal stipulated judgment in the above cited LBH National Corporation matter in the amount of \$5,775,843.42. In connection with the settlement, we received \$200,000 of the proceeds from the sale of certain former franchisee's assets and will receive an additional \$100,000 over the course of 2018. The guarantor filed Chapter 7 Bankruptcy. The extent of recovery, if any, from the guarantor will be determined by the Bankruptcy Court.

8. Look & Find, S.A. v. Orlando Gonzales Arias, Fajardo, Ltd., Cendant Corporation, Cendant Global Services, B.V. and Century 21 Iberia, (Civil Case No. 393/99 Madrid First Instance Court No. 42). On June 17, 1999, Look & Find, S.A. a former ERA master franchisor, filed a 200-page writ alleging unfair competition and seeks U.S. \$41 million in damages. Cendant Global Services, B.V. (“Cendant Global”) canceled its Master Franchise Agreement with Look & Find because of numerous material breaches, and executed a new Master Franchise contract with Fajardo Limited. Service was effected on Cendant Corporation (“Cendant”) (an entity from which Realogy Group was created by virtue of a tax-free spin-off) and Cendant Global in June 2002. Answers to the Complaint were filed by Cendant and Cendant Global in June 2002. In January 2004, the former master franchisor’s claims were denied and the defendants were awarded costs. The former master franchisor filed an appeal which was denied in February 2008. On September 23, 2008, the Court refused Look & Find’s leave to proceed with an appeal and the unfair competition claim was rejected. The Court ordered Look & Find to pay court costs. Any further proceedings in this case are dependent on the outcome of the Supreme Court’s ruling in the Civil Case No. 525/99, described below. On February 28, 2022, the Supreme Court rejected Look & Find’s appeal and no further appeals can be filed.

9. Cendant Global Services, B.V. v. Look & Find, S.A. et al., (Civil Case No. 525/99, First Instance Court No. 42 of Madrid). On July 26, 1999, Cendant Global filed a complaint seeking a judgment (1) declaring termination of agreement with Look & Find, S.A., in accordance with law, (2) obligating Look & Find to cease use of ERA® trademarks, and (3) obligating Look & Find to pay damages of approximately \$1 million. On or about January 2003, the case was dismissed for lack of jurisdiction and an appeal was filed regarding the infringing franchisees and Carlos De Andres, personally. Cendant Global won the appeal allowing the filing of an arbitration proceeding against Look & Find in Geneva. Cendant Global agreed to proceed with an abandonment of this claim and accepted court costs, which were to be set by the Court. Look & Find filed a reply brief in response to Cendant Global’s writ of claim and a counterclaim writ requesting 38,542,221.87 Euros in damages. On January 10, 2006, the Court of the First Instance stayed the proceeding on the new counterclaim writ until the Supreme Court of Spain heard the pending appeal of the unfair competition case. Since the Supreme Court rendered its decision on September 23, 2008, Look & Find filed a writ to recommence proceedings in October 2011, and continue with the litigation. The Court set a deadline of January 23, 2012, as the last day by which the parties can present evidence in support of or in defense against the unfair competition claim. The parties submitted their proofs other than defendant Mare Nostrum Investments, S.L. (one of the Spanish franchisees). The Court issued an order requesting the parties provide live witness testimony in support of their respective positions. Cendant Global’s witnesses testified in July and September 2013. On December 15, 2014, Cendant Global submitted its final allegations with the Court. The Court accepted Cendant Global’s allegations on January 14, 2015. Look & Find filed its brief on March 25, 2015, Mare Nostrum Investment, S.L. filed its writ of final allegations in December 2015. On September 5, 2016, the Court affirmed its prior decision that Look & Find must pay Cendant Global damages of approximately \$1 million, and that the infringing franchisees (78 in total) must pay damages for trademark infringement. The Court fully dismissed the counterclaim brought by Look & Find. Look & Find filed an appeal on October 4, 2016, and Cendant Global filed its writ of appeal on March 24, 2017. As of June 2018, none of the infringing franchisees filed an appeal and the window to file an appeal has closed. On February 6, 2019, the Board of Appeals fully dismissed the appeal brought by Look & Find and on March 22, 2019, Look & Find filed an appeal of that dismissal, which is currently pending. On January 19, 2022, the Supreme Court of Spain gave Cendant Global 10 days to file a brief to allege possible causes as to why the appeal by Look & Find should not be heard. Cendant Global filed that brief on February 2, 2022. On February 28, 2022, the Supreme Court rejected Look & Find’s appeal and no further appeals can be filed.

C. Other Pending Litigation.

1. Christopher Moehrl, individually and on behalf of others similarly situated v. The National Association of Realtors, Realogy Holdings Corp., HomeServices of America, Inc., Re/Max Holdings, Inc., and Keller Williams Realty, Inc., (Case No. 1:19-cv-01610, United States District Court for the Northern District of Illinois). On March 6, 2019, plaintiff filed a putative class action against Realogy Holdings and the other named defendants. Plaintiff claims that the defendants engaged in a continuing contract, combination, or conspiracy to unreasonably restrain trade and commerce in violation of Section 1 of the Sherman Act, because defendant The National Association of Realtors (“NAR”), established mandatory anticompetitive policies for the MLSs and its member brokers regarding the setting and payment of the buyer broker commission. Plaintiff further alleges that the defendant franchisors conspired with NAR by requiring their respective franchisees to comply with NAR’s policies and Code of Ethics. Plaintiff seeks a permanent injunction enjoining the defendants from requiring sellers to pay the buyer broker or to otherwise restrict competition among buyer brokers, an award of damages and/or restitution, attorneys’ fees and costs of suit. On April 15, 2019, a related case was filed in the same district against the same defendants, making similar claims and seeking similar relief on behalf of the same potential class. The related case is captioned Sawbill Strategic, Inc. v. The National Association of Realtors, HomeServices of America, Inc., Keller Williams Realty, Inc., Realogy Holdings Corp., and Re/Max Holdings, Inc. (Case No. 1:19-cv-02544, United States District Court for the Northern District of Illinois). On May 17, 2019, Realogy Holdings and the other defendants filed Motions to Dismiss the Moehrl matter. On June 14, 2019, plaintiffs filed a Consolidated Amended Class Action Complaint, which consolidated the two Illinois actions and added certain additional plaintiffs and defendants. On August 9, 2019, Realogy Holdings and the other defendants filed Motions to Dismiss the consolidated complaint. The plaintiffs filed their opposition to the Motions to Dismiss on September 13, 2019, and the defendants filed their replies in support of the motions on October 18, 2019. On October 2, 2020, the Court denied NAR’s and the defendants’ motions to dismiss, and the parties began conducting discovery. On November 16, 2020, Realogy Holdings filed its initial disclosures and its answer and affirmative defenses to the consolidated amended class action complaint. In a separate Department of Justice (“DOJ”) investigation into NAR, on November 19, 2020, the DOJ simultaneously filed a complaint against NAR and a proposed equitable settlement that requires NAR to repeal and modify certain of its rules and policies, including certain MLS rules and policies that are the subject of plaintiffs’ allegations. The defendant franchisors are not the subject of the DOJ investigation or defendants in the DOJ complaint. Plaintiffs’ motion for class certification was filed on February 23, 2022, defendants’ response is due May 10, 2022, and plaintiffs’ reply is due July 11, 2022. There could potentially be other cases filed which would also be related to the Moehrl claims. Realogy Holdings denies all allegations and will continue to vigorously defend this action.

2. Scott and Rhonda Burnett, Ryan Hendrickson, Jarod Breit, Scott Trupiano, and Jeremy Keel, on behalf of themselves and all others similarly situated v. National Association of Realtors, Realogy Holdings Corp., HomeServices of America, Inc., BHH Affiliates, LLC, HSF Affiliates, LLC, Re/Max LLC and Keller Williams Realty, Inc., (Case No. 4:19-cv-00332-SRB, United States District Court for the Western District of Missouri). On April 29, 2019, this related case was filed in the United States District Court for the Western District of Missouri, against the same defendants, making similar claims and seeking similar relief on behalf of plaintiffs in Missouri and Kansas. On June 21, 2019, plaintiffs filed an amended Complaint. In addition to the Sherman Act federal claims asserted in the Moehrl litigation, the Burnett plaintiffs also allege violations of the Missouri Merchandising Practices Act and state antitrust laws. On July 10, 2019, defendants in the Missouri case filed two Motions to Transfer to the Northern District of Illinois. Those motions were denied on August 19, 2019 and August 22, 2019, respectively. On August 5, 2019, Realogy Holdings and the other defendants filed Motions to Dismiss, which were denied on October 16, 2019. On November 13, 2019, defendants’ Answers were filed and the parties began conducting discovery. On April 1, 2020, defendants filed a Motion to Stay Proceedings for 60 days due to COVID-19, but the court denied the motion on April 7. In a separate DOJ investigation into NAR, on November 19,

2020, the DOJ simultaneously filed a complaint against NAR and a proposed equitable settlement that requires NAR to repeal and modify certain of its rules and policies, including certain MLS rules and policies that are the subject of plaintiffs' allegations. The defendant franchisors are not the subject of the DOJ investigation or defendants in the DOJ complaint. Plaintiffs filed their motion for class certification on May 24, 2021. Mediation took place on June 29, 2021 but was unsuccessful. On June 30, 2021, plaintiffs filed a Second Amended Complaint, dropping one of the original named defendants, The Long & Foster Companies, Inc., two of the original named plaintiffs, Joshua Sitzler and Amy Winger, and adding three new proposed class representatives. Plaintiffs also revised the class definition by limiting it to sellers who used a listing broker affiliated with one of the defendants. On November 12, 2021, defendants filed opposition to the class certification and plaintiffs' reply was filed on January 28, 2022. The oral argument for class certification is scheduled for April 18, 2022. Discovery is ongoing. There could potentially be other cases filed which would also be related to the Burnett claims. Realogy Holdings denies all allegations and will continue to vigorously defend this action.

3. Jennifer Nosalek, Randy Hirschorn, and Tracey Hirschorn, individually and on behalf of all other similarly situated, v. MLS Property Information Network, Inc., Realogy Holdings Corp., HomeServices of America, Inc. BHH Affiliates, LLC, HSF Affiliates, LLC, RE/MAX LLC and Keller Williams Realty, Inc. (Case 1:20-cv-12244, U.S. District Court for the District of Massachusetts). On December 17, 2020, plaintiffs filed a purported class action against MLS Property Information Network, Inc., Realogy Holdings Corp., HomeServices of America, Inc., BHH Affiliates, LLC, HSF Affiliates, LLC, RE/MAX LLC, and Keller Williams Realty, Inc., wherein the plaintiffs take issue with NAR policies and rules similar to those at issue in the Moehrl and Burnett matters, but rather than objecting to the national policies and rules published by NAR, this lawsuit specifically objects to the alleged policies and rules of an MLS that is owned by realtors, including in part by one of Realogy Holding's company owned brokerages. The plaintiffs allege that defendants made agreements and engaged in a conspiracy in restraint of trade in violation of the Sherman Act and seek a permanent injunction, enjoining the defendants from continuing conduct determined to be unlawful. Realogy Holdings was served on December 24, 2020. On March 1, 2021, Realogy Holdings and each of the other defendants filed separate motions to dismiss. On April 15, 2021, the plaintiffs filed a consolidated opposition to the defendants' motions to dismiss, and the defendants filed their respective replies on May 17, 2021. The motion to dismiss was denied on December 10, 2021. On February 1, 2022, defendants' Answers were filed. On March 1, 2022, plaintiffs filed an Amended Complaint, dropping two named plaintiffs, Gary and Mary Jane Bauman, and adding two new proposed class representatives, Randy Hirschorn and Tracey Hirschorn. The Amended Complaint modifies the proposed class definition to exclude certain persons related to the court or defendants. The Amended Complaint is otherwise identical to the original Complaint. Discovery is ongoing. Realogy Holdings denies all allegations and will continue to vigorously defend this action.

4. Judah Leeder, individually and on behalf of all other similarly situated v. The National Association of Realtors, Realogy Holdings Corp., HomeServices of America, Inc. BHH Affiliates, LLC, HSF Affiliates, LLC, The Long & Foster Companies, Inc., RE/MAX LLC and Keller Williams Realty, Inc. (Case No. 1:21-cv-430, U.S. District Court, Northern District of Illinois). On January 25, 2021, plaintiff filed a purported class action against NAR, Realogy Holdings, HomeServices of America, Inc. BHH Affiliates, LLC, HSF Affiliates, LLC, The Long & Foster Companies, Inc., RE/MAX LLC and Keller Williams Realty, Inc., wherein the plaintiff raises claims regarding the NAR policies and rules similar to those at issue in the Moehrl, Burnett and Nosalek matters (and plaintiff filed a related claim in the same district court where the Moehrl case is pending), plus NAR's policy regarding access to lockboxes. However, the plaintiff brings this claim on behalf of himself and other buyers of real estate rather than on behalf of sellers, and claims that buyers were harmed due to inflated commissions that resulted in inflated home prices. Plaintiff further alleges that buyers are harmed by NAR's policy that allows buyer agents to market their services as free when the buyer agent receives a portion of the sell-side commission, and thus the buy-side commission is allegedly embedded in the inflated purchase price. In addition, plaintiff alleges a nationwide class including

real estate transactions listed on all MLSs controlled by NAR rather than a specific subset of MLSs. The plaintiff alleges that defendants made agreements and engaged in a conspiracy in restraint of trade in violation of the Sherman Act and that defendants were unjustly enriched, and seeks a permanent injunction, enjoining the defendants from continuing conduct determined to be unlawful. Realogy Holdings was served on January 28, 2021. On April 20, 2021, defendants filed a joint motion to dismiss. On June 4, 2021, plaintiff filed an opposition to the motion to dismiss. Defendants' reply was filed on July 6, 2021. Realogy Holdings denies all allegations and will continue to vigorously defend this action.

5. Ronald Chinitz, Sarah Bumpus, David Gritz, Micheline Peker, Nathan Rowan, Cheryl Rowan, Daniel Caruso, and Paramjit Lalli, individually and on behalf of a class of similarly situated persons v. Realogy Holdings Corp., Realogy Intermediate Holdings LLC, Realogy Group LLC, Realogy Services Group LLC, Realogy Brokerage Group LLC (f/k/a NRT LLC), and Mojo Dialing Solutions, LLC, (Case No. 3:19-cv-03309-JD, U.S. District Court, Northern District of California, San Francisco Division). This is a putative class action originally filed against Realogy Brokerage Group LLC on June 11, 2019. On April 13, 2020, plaintiffs filed a Second Amended Putative Class Action Complaint adding the other Realogy defendants. RBG and the other Realogy defendants submitted a combined motion to dismiss in July 2020. Plaintiffs filed a Third Amended Putative Class Action Complaint on February 12, 2021, adding additional plaintiffs. Plaintiffs allege that RBG affiliated agents violated the Telephone Consumer Protection Act (TCPA) by contacting consumers on the National Do Not Call registry, by not maintaining an internal Do Not Call registry, and by using a prerecorded message to contact consumers without their consent. Plaintiffs further allege that RBG and the Realogy defendants permit affiliated agents to partner with autodialing companies such as defendant Mojo. Plaintiffs seek relief on behalf of National Do Not Call Registry class, an Internal Do Not Call class, an Artificial or Prerecorded Message class, and a California Business & Professional Code sec. 17200 class for California cell phone users. RBG has filed a motion to dismiss certain of plaintiffs' claims. RBG's motion to dismiss was denied. Discovery is complete. Plaintiffs filed a motion for class certification on August 20, 2021, and the Realogy defendants filed opposition on September 24, 2021. The parties participated in mediation, which terminated without resolution. On March 23, 2022, the Court certified the National Do Not Call Registry Nationwide class, and the National Artificial or Prerecorded Message class. The Court also certified the National Internal Do Not Call class. Certification was denied for the Artificial or Prerecorded Message Mojo class. Realogy defendants intend to appeal. Trial is scheduled for August 22, 2022. All Realogy defendants deny all allegations and will continue to vigorously defend this action.

6. Realogy Holdings Corp., NRT New York LLC (d/b/a The Corcoran Group), Sotheby's International Realty, Inc., Coldwell Banker Residential Brokerage Company, Coldwell Banker Residential Real Estate LLC, NRT West, Inc., Martha Turner Properties, L.P. And Better Homes and Gardens Real Estate LLC v. Urban Compass, Inc., and Compass, Inc. (Index No, 653927/2019, Supreme Court New York, New York County). On July 10, 2019, Realogy Holdings and certain of its subsidiaries, filed a complaint against Urban Compass, Inc. and Compass, Inc. (together, "Compass") alleging misappropriation of trade secrets; tortious interference with contract; intentional and tortious interference with prospective economic advantage; unfair competition under New York common law; violations of the California Unfair Competition Law, Business and Professional Code Section 17200 et. seq. (unfair competition); violations of New York General Business Law Section 349 (deceptive acts or practices); violations of New York General Business Law Sections 350 and 350-a (false advertising); conversion; and aiding and abetting breach of contract. Realogy Holdings seeks, among other things, actual and compensatory damages, injunctive relief, and attorneys' fees and costs. Realogy Holdings subsequently amended its complaint (which, among other things, withdrew the count for aiding and abetting breach of contract and added a count for defamation). Beginning in September 2019, Compass filed a series of motions, which Realogy Holdings opposed, including a motion to dismiss and a motion to compel arbitration with respect to certain claims involving Corcoran. In June 2020, having previously denied certain portions of Compass' motion to dismiss, the Court denied the balance of the motion to dismiss, and denied as moot Compass' motion to

compel arbitration, granting Realogy Holdings leave to amend the allegations in its complaint that relate to Corcoran's exclusive listings in order to clarify the claims and damages sought in the action. Realogy Holdings filed its amended complaint in July 2020. On December 18, 2020, the Court denied a motion to compel arbitration filed by Compass in September 2020 with respect to certain claims in Realogy Holding's amended complaint concerning or purportedly related to Corcoran and SIR. Compass subsequently filed an appellate brief appealing the Court's denial and on February 10, 2021, the Appellate Division granted an interim stay on these claims. The Appellate Division vacated that stay by order dated April 8, 2021. Then, on June 1, 2021, the Appellate Court denied Compass' appeal. On January 28, 2021, Compass filed its answer to Realogy Holding's amended complaint, as well as counterclaims and third-party claims against Realogy Holdings and certain of its subsidiaries, alleging unfair competition under New York common law, civil conspiracy (unfair competition), violations of the California Unfair Competition Law, Business and Professional Code Section 17200 et. seq. (unfair competition), tortious interference with prospective business relations, defamation, injurious falsehoods, misappropriation of trade secrets, and civil conspiracy (misappropriation of trade secrets). The third-party claim named a Realogy Holdings affiliated franchise brokerage and an independent contractor for that franchise. Compass sought compensatory and punitive damages, injunctive relief, disgorgement of profits, interest and attorneys' fees. On March 1, 2021, Realogy Holdings and certain of its subsidiaries filed a Motion to Dismiss four counts involving unfair competition, civil conspiracy and trade secret misappropriation from Compass' Counterclaims. By Stipulated Order, dated April 22, 2021, Compass withdrew without prejudice these four counts from its Counterclaims against Realogy Holdings and its subsidiaries, as well as its third-party claims against the Realogy Holding's affiliated franchise brokerage and its independent contractor. Discovery is ongoing. Realogy Holdings denies all allegations and will continue to vigorously defend this action.

D. Other Resolved Litigation.

1. Frank K. Cooper Real Estate #1, Inc. et al. v. Cendant Corporation and Century 21 Real Estate Corporation, (Case No. MRS-L-377-02, Superior Court of New Jersey, Law Division: Morris County). On January 30, 2002, Frank K. Cooper Real Estate #1, Inc., a former franchisee, filed a putative class action against Cendant and Century 21 (the "Cendant parties"). The complaint alleged breach of certain provisions of the franchise agreement entered into between plaintiffs and Century 21, the implied duty of good faith and fair dealing and certain express and implied fiduciary duties. The complaint alleged, among other things, that Cendant diverted money and resources from CENTURY 21® franchisees and allotted them to NRT owned brokerages. On October 29, 2002, plaintiffs filed a second amended complaint adding a count against Cendant as guarantor of Century 21's obligations to its franchisees. On June 30, 2006, the court denied plaintiffs' motion to certify a class. Three motions were filed with the court in 2009: a renewed class certification motion, the motion to strike class allegations from the complaint, and the motion to dismiss plaintiffs' pre-1998 claims because there was no class representative for any such claim. Oral argument was held on October 23, 2009, and further oral argument on the motions was heard on April 9, 2010. On August 17, 2010, the court granted plaintiffs' renewed motion to certify a class and denied in whole or in part the other motions. The nationwide class certified by the court included all CENTURY 21® franchisees between August 1, 1995, and April 17, 2002, whose franchise agreements contained a New Jersey choice of law and a New Jersey choice of venue provision who had not executed releases releasing the claim. On September 7, 2010, the Cendant parties filed a motion for leave to file an interlocutory appeal of the class certification order, but it was denied on October 15, 2010. On February 11, 2011, the Cendant parties provided to plaintiffs' counsel the list of the CENTURY 21® franchisees who were in the class and those who were out of it by virtue of providing a release. Notice was sent to the class on March 4, 2011.

The parties executed a stipulation of settlement in February 2012. The terms of the settlement include a cash component ("Cash Amount") and non-cash component ("Non-Cash Consideration"). The Cash Amount, funded in large part by insurance, was \$17.5 million paid into a settlement fund, with \$3 million

to be allocated among class members according to a formula and the remaining Cash Amount to cover attorneys' fees, litigation expenses, and other class administration expenses and incentive fees to the class representatives, subject to court approval. Any portion of the Cash Amount not disbursed for the purposes listed in this paragraph was to be paid into the CENTURY 21® brand marketing fund.

Non-Cash Consideration for former CENTURY 21® franchisees eligible as class members ("Former Franchisee Class Members") included the opportunity to reaffiliate with the brand at no charge until the end of 2013, provided that they left the system in good standing, met Century 21's standard franchisee and location criteria, and were approved through the franchise review process. Former Franchisee Class Members that chose not to or were unable to reaffiliate with the brand for three years following the effective date of the settlement would have the opportunity to receive a \$25,000 referral fee. Century 21 would pay the referral fee if the Former Franchisee Class Member introduced Century 21 to a franchise prospect that had not been in its sales pipeline in the prior 12 months and who met Century 21's criteria, executed a franchise agreement and commenced operations.

Non-Cash Consideration for existing CENTURY 21® franchisees who are in good standing and eligible class members ("Current Franchisee Class Members") includes:

- Waiver of one initial franchise fee for a new CENTURY 21® branch location opened through 2015;
- Waiver of one transfer fee through 2017;
- Waiver of monthly minimum royalty fees for five years;
- \$500 tuition credit per year for up to four people per year for agent or manager training for two years following the effective date of the settlement;
- Waiver of one 2013 CENTURY 21® Global Conference registration fee for every five agents affiliated with the franchisee;
- Written reminder to the CENTURY 21® System of the array of business support services and resources that Century 21 provides for three years following the effective date of the settlement;
- Early termination of the franchise agreement without penalty for death, disability or voluntary retirement. For voluntary retirement only, early termination available on one year's written notice and the execution of a two-year non-competition agreement; and

Financial statements presenting the income and expenses for the CENTURY 21® brand marketing fund for the years ended December 31, 2012, 2013 and 2014, audited by Realogy Group's independent auditors (or comparable public audit firm) available on written request and subject to confidentiality.

Finally, for the three years following settlement, Century 21 certified in writing its compliance with the settlement obligations, and the Chief Executive Officer of RFG met with Century 21's National Brokers' Communication Congress at its annual meetings to discuss issues of significance to the CENTURY 21® System.

The court entered a final approval order on June 4, 2012, and the time to appeal expired on July 19, 2012. The deadline for class members to file proofs of claim expired on September 7, 2012. In February 2013, Century 21 sent notice of the non-cash benefits under the settlement to the current franchisee class members that filed timely proofs of claim.

2. Coldwell Banker Real Estate LLC v. Joly, McAbee & Weinert, LLC, f/d/b/a Coldwell Banker Joly, McAbee & Weinert Realty, Ross Joly, and Crystal Weinert. Two collection actions were filed in New Jersey against this former Coldwell Banker® franchisee and its guarantors. In the first action, (Docket No. MRS-L-1905-12, Superior Court of New Jersey, Law Division: Morris County), on July 25, 2012, Coldwell Banker filed a Motion to Enter Judgment by Confession in the amount of \$99,192.66, which former franchisee confessed to on June 30, 2010, in connection with a settlement agreement for royalty

fees, advertising fees and other past due fees. On August 17, 2012, the Court entered the judgment. Coldwell Banker proceeded to take steps to collect, including domesticating the judgment in Massachusetts, where former franchisee and its guarantors are located. Accordingly, on October 22, 2012, Coldwell Banker filed a Complaint in Massachusetts (C.A. No. 12-0625, Commonwealth of Massachusetts, Superior Court), to domesticate the \$99,192.66 judgment. On October 23, 2012, Coldwell Banker filed a second action in New Jersey (Docket No. MRS-L-2631-12, Superior Court of New Jersey, Law Division: Morris County) against the same parties for breach of contract by failing to pay additional royalty fees, advertising fees and other fees in the total amount of \$726,689.90, and \$50,000.00 owed pursuant to Development Advance (Promissory) Notes signed in conjunction with the franchise agreement. In January 2013, former franchisee and its guarantors filed substantially similar Answers and Third-Party Complaints in the second New Jersey action and the Massachusetts action alleging that Coldwell Banker, Realogy Holdings, NRT and SIR, among other things, engaged in breach of contract, breach of the implied covenant of good faith and fair dealing, unfair or deceptive practices, civil conspiracy, interference with prospective economic advantage and/or a contractual relationship, and that they are owed monies pursuant to the terms of the Development Advance (Promissory) Notes. Coldwell Banker filed a motion to dismiss the counterclaims and third-party complaint in the New Jersey action on February 6, 2013, and a motion to dismiss in the Massachusetts action on February 8, 2013. On April 30, 2013, the Court entered an Order and Decision granting in part and denying in part Coldwell Banker's motion to dismiss. On August 29, 2013, the Court entered an order dismissing the Third-Party Complaint and striking defendants' Answer without prejudice. This matter was settled on December 30, 2013, under which the former franchisee and its guarantors agreed to pay \$200,000.00 to Coldwell Banker over time.

3. Phillip J. Yeager, Peggy Yeager, Master Greater Europe LLC and Master South America LLC v. Cendant Corporation, Cendant Global Services B.V., Avis Budget Group, Inc., Realogy Corporation and Domus Holdings Corp., (Case No. MRS-L-299-12, Superior Court of New Jersey, Law Division: Morris County). On February 3, 2012, plaintiffs filed suit against Cendant, Cendant Global, Avis Budget Group, Inc., Realogy Corporation (now known as Realogy Group LLC) and Domus Holdings Corp. (now known as Realogy Holdings Corp.) (the "Realogy entities"), alleging that the Realogy entities breached a settlement agreement that was reached with plaintiffs in 2002 concerning CENTURY 21® Greater Europe. The suit seeks an interpretation of the payments due under the agreement, as well as an audit of the monies earned by the Realogy entities since the settlement and payment of any outstanding amounts. The parties agreed to a settlement of \$1.6 million to be paid to Yeager for any amounts claimed due through December 31, 2012, for existing sales, a buyout of future rights for any resale of the remaining territories and an amendment of procedures concerning future royalty payments. The settlement was funded on June 4, 2013.

4. Christopher Bulen and Janith Martinez v. Realogy Corporation, Realogy Operations, Realogy Franchise Group LLC, Realogy Services Group, LLC, (Case No. 3:10-CV-00755-RCJ-VPC, United States District Court, District of Nevada). This litigation concerns the Preferred Alliance Agreement between RSG and Townsend Hoffman Corporation initially effective June 18, 2007, in which Townsend Hoffman acted as a broker selling medical insurance products to franchisees and their agents. Plaintiffs, Bulen and Martinez, who were agents with Century 21 Mountain Properties and Coldwell Banker Select Realty, filed a class action lawsuit on December 3, 2010 alleging that Realogy Group sponsored major medical and limited-benefit health insurance programs to market to CENTURY 21®, Coldwell Banker®, ERA®, Sotheby's International Realty®, and Better Homes and Gardens® Real Estate franchisees, brokers, agents and their families. Bulen and Martinez further alleged that Realogy Group represented that insurance programs were available in all 50 states, but that the three companies who were providing insurance policies, HM Insurance Group, AIM and AFID LLC, were not licensed to sell these policies in every state. Bulen and Martinez sought to have a nationwide class certified to include any broker or agent who bought a medical policy that was ultimately invalidated and who had unpaid medical claims. Realogy Group filed its motion to dismiss the complaint on February 18, 2011, which was granted on May 16, 2011. Bulen and Martinez filed an amended complaint on May 31, 2011, which the court dismissed without prejudice on

October 24, 2011. On November 7, 2011, plaintiffs filed their second amended complaint, including a RICO count and enumerating the various state insurance statutes. Realogy Group's motion to dismiss the second amended complaint was filed on November 30, 2011. Following oral argument on February 21, 2012, the court denied Realogy Group's motion. Bulen and Martinez filed their third amended complaint on May 16, 2012, and Realogy Group filed its answer on May 30, 2012. Mediation took place in November 2012, and the matter with Bulen settled with payment to him of \$120,000 in January 2013. A settlement was reached with Martinez, where Realogy Group agreed to certify a class and to give partial refunds to any class members who paid premiums for an AFID policy between January 2007 and May 2010, provided they provide proof of premiums paid. By order dated October 29, 2013, the court denied plaintiffs' motion for preliminary approval of the settlement. The parties thereafter modified certain terms of the settlement to address issues raised by the court in its October 9, 2013 order. On February 21, 2014, plaintiffs filed a renewed motion for preliminary approval of the settlement. On March 14, 2014, in order to avoid missing then current deadlines for class certification while the settlement awaited court review and approval, plaintiff filed a motion for certification of class action and appointment of class counsel. By order dated May 30, 2014, the court preliminarily approved the settlement and vacated the motion for class certification. Notice to the class members was mailed on June 27, 2014. The settlement was approved at the Fairness Hearing on October 6, 2014. There were no objections or opt outs. The time to appeal expired on November 10, 2014, and the settlement became final. Realogy Group dismissed its Third-Party Claims without prejudice on December 12, 2014. The settlement was funded on November 17, 2014, in the amount of \$530,630.42.

5. Sheri Dodge and Neil Dodge and Ram Agrawal and Sarita Agrawal, individually and on behalf of all others similarly situated v. PHH Corporation, Realogy Holdings Corp., PHH Home Loans LLC, PHH Mortgage Corporation, RMR Financial, LLC, NE Moves Mortgage LLC, PHH Broker Partner Corporation, Realogy Group LLC, Realogy Intermediate Holdings LLC, Title Resource Group LLC, West Coast Escrow Company, TRG Services Escrow, Inc., Equity Title Company, NRT LLC, Realogy Services Group LLC and Realogy Services Venture Partner LLC formerly captioned as: Timothy L. Strader, Sr. and Lester L. Hall, Jr., individually and on behalf of all others similarly situated v. PHH Corporation, Realogy Holdings Corp., PHH Mortgage Corporation, PHH Home Loans LLC, RMR Financial, LLC, NE Moves Mortgage LLC, PHH Broker Partner Corporation, Realogy Group LLC, Realogy Intermediate Holdings LLC, Title Resource Group LLC, West Coast Escrow Company, TRG Services Escrow, Inc., NRT LLC, Realogy Services Group LLC and Realogy Services Venture Partner LLC, (Case No. 8:15-CV-01973, United States District Court, Central District of California). This is a purported class action filed on November 25, 2015 by four California residents against 15 defendants, including Realogy Holding and certain of its subsidiaries, PHH and PHH Home Loans, alleging violations of Section 8(a) of RESPA. Plaintiffs seek to represent two subclasses comprised of all persons in the United States who, since January 31, 2005, (1) obtained a RESPA-covered mortgage loan from either (a) PHH Home Loans or one of its subsidiaries, or (b) one of the mortgage services managed by PHH for other lenders, and (2) paid a fee for title insurance or settlement services to TRG or one of its subsidiaries. Plaintiffs allege, among other things, that PHH Home Loans operates in violation of RESPA and that the other defendants violate RESPA by referring business to one another under agreements or arrangements that are prohibited by RESPA. Plaintiffs seek treble damages and an award of attorneys' fees, costs and disbursements. The amended class action complaint was filed on December 10, 2015 and served on the Realogy and TRG entities on December 18, 2015. On February 5, 2016, defendants filed a motion to dismiss the case claiming that not only do the claims lack merit, but they are time-barred under RESPA's one-year statute of limitations. On April 5, 2016, the Court granted defendants' motion to dismiss with leave for the plaintiffs to amend their complaint. Plaintiffs filed a second amended complaint on April 21, 2016, and a third amended complaint on May 12, 2016, without material modifications to address the original complaint's deficiencies. On October 6, 2016, the Court denied defendants' May 26, 2016 motion to dismiss plaintiffs' third amended complaint, without prejudice to defendants' ability to move for summary judgment after discovery. Defendants filed an answer to the third amended complaint on October 20, 2016. On May 19, 2017, the parties held a mediation session,

at which they agreed in principle to a settlement of \$17M, pursuant to which the Realogy defendants would pay approximately \$8.5 million (or one-half of the settlement) and the PHH defendants would pay the remaining \$8.5M. Realogy and PHH agreed to pay \$5,000 each to plaintiffs Hall and Strader in exchange for a dismissal of their claims, which occurred outside the class settlement. The individual settlement agreements with plaintiffs Hall and Strader are fully executed and settlement payments to Hall and Strader were funded in August 2017. On July 31, 2017, a Fourth Amended Complaint was filed, dismissing Hall and Strader and adding Sheri Dodge, Neil Dodge, Ram Agrawal and Sarita Agrawal as plaintiffs. At a hearing on the plaintiffs' motion for preliminary approval of the settlement held October 19, 2017, the Court indicated that if certain modest revisions were made to the settlement agreement and an amended motion for preliminary approval filed, the Court would grant preliminary approval. On January 29, 2018, the Court issued an order granting preliminary approval of the settlement and class notices were sent out in February 2018. The hearing on final approval of the settlement occurred on August 16, 2018, and the Court granted final approval of the settlement. Final judgment was entered on August 27, 2018, and the matter was dismissed. On September 10, 2018, Realogy paid its portion of the settlement in the amount of \$8,375,000.

E. Regulatory Proceedings.

The Department of Housing and Urban Development ("HUD") and the FTC conducted a joint regulatory investigation of the activities of Property I.D. Associates, LLC ("Associates"), a joint venture between Property I.D. Corporation, Cendant Real Estate Services Group LLC and Coldwell Banker Residential Brokerage Corporation. The regulatory investigation also included predecessor joint ventures of Associates, as well as other joint ventures formed by Property I.D. Corporation. Associates and its predecessors provide hazard reports in the California market. HUD and the FTC issued subpoenas seeking documents and information from Cendant, Coldwell Banker Residential Brokerage Corporation, Coldwell Banker Residential Brokerage, Coldwell Banker and Century 21. According to these subpoenas, the investigation concerned whether the activities of Associates violated RESPA, 12 U.S.C. § 2607 et seq. (which governs the mortgage process for federally funded loans) and Section 5 of the Trade Commission Act, 12 U.S.C. §45 (which regulates antitrust matters and anti-competitive behavior) for allegedly receiving compensation for referrals by operating a sham joint venture. Cendant cooperated in the investigation and responded to requests for information and document requests from HUD, and document requests from the FTC. On October 24, 2006, the FTC issued a letter advising that it had closed its investigation.

On May 23, 2007, HUD filed a lawsuit in the Central District of California, United States District Court, against Realogy Group, NRT, Coldwell Banker Residential Brokerage (collectively, the "Realogy parties"), Property I.D., several Prudential Real Estate franchisees, and the joint venture companies between Property I.D. and these former joint venture partners. The lawsuit alleges that Natural Hazard Disclosure Reports ("NHD Reports") are settlement services under RESPA, although acknowledges that NHD Reports are not an enumerated service identified in that statute, or identified in the regulations. Because NHD Reports are allegedly settlement services, HUD further alleges that the defendants violated RESPA in their operation of the various joint ventures. In July 2007, the Realogy parties filed a motion to dismiss the lawsuit on the grounds that there is no statutory basis to seek disgorgement under RESPA, and no basis for seeking injunctive relief as the allegedly unlawful Realogy Group joint venture was terminated on June 30, 2006. On August 8, 2007, the Court entered a Stipulation extending the briefing on the motions to dismiss. On January 18, 2008, HUD filed an opposition to the motions to dismiss filed by all defendants. On February 15, 2008, the Realogy parties filed their reply to HUD's opposition, which was denied on April 28, 2008. In May 2008, HUD and the Realogy parties agreed to settle the matter with no imposition of fines or penalties and a permanent injunction to refrain from future joint ventures for hazard disclosure reports operated in violation of RESPA. The Settlement Agreement has been fully executed and the Consent

Decree and Release were filed with the Court on February 9, 2009. The Court dismissed the case on July 14, 2009.

F. Franchisor – Initiated Actions.

None

Other than these actions, no litigation is required to be disclosed in this Item.

ITEM 4. BANKRUPTCY

No bankruptcy is required to be disclosed in this Item.

ITEM 5. INITIAL FEES

The initial franchisee fee for your Main Office is \$25,000 and the initial franchise fee for each additional Branch Office is \$5,000. If we approve you for an ERA[®] franchise, we will countersign your Franchise Agreement. The initial franchise fee is non-refundable and is fully earned by us upon our countersignature. As further described in Item 1, we have a diversity and veteran program under we may reduce or waive the initial franchise fee for eligible franchisees. As of the issuance date of this disclosure document, the initial franchise fee for the Main Office under the program is waived and we provide other business benefits.

If you are an existing franchisee and acquire another qualifying real estate brokerage business that you combine into your Office(s), we will not charge you an additional initial franchise fee. If you are approved to open additional ERA[®] Branch Office(s), you will sign a Location Addendum to your Franchise Agreement to amend it to reflect the existence and location of the additional Branch Office(s) (see Location Addendum, Exhibit C-2). We may condition the approval of additional offices on certain other terms and conditions, including minimum annual royalty fees, which terms will be included in the Location Addendum.

We do not refund any initial franchise fees, except that we will refund your initial franchise fee if we do not accept you as a franchisee. You must pay us any franchise fees in a lump sum. We have the right to vary, waive (in whole or in part), negotiate or make an exception to our published fee structure and/or payment terms for any reason, including without limitation large or otherwise significant transactions. We also have the right to negotiate conversion funding or other incentives that may vary in type, amount and duration. Our exercise of these rights may have the effect of directly or indirectly decreasing the initial franchise fee. See Item 10.

If we permit you to open a Limited Purpose Office, we will charge you a one-time, non-refundable fee of \$1,000, and you will be required to sign a Limited Purpose Office Addendum. See Item 1.

In 2021, initial franchise fees paid by franchisees ranged from \$0 to \$25,000 for a Main Office, and from \$0 to \$7,500 for a Branch Office.

ITEM 6. OTHER FEES [1]

TYPE OF FEE[2] [3]	AMOUNT	DUE DATE	REMARKS
Royalty Fee	6% of your Gross Revenues [4]	Upon close of each transaction.	You may be entitled to receive a partial rebate of Royalty Fees paid on Gross Revenue pursuant to the Volume Incentive Plan Award program as described in Section 7.2 and Exhibit E of the Franchise Agreement. [5]
Minimum Monthly Royalty Fee	\$886 per month per office as of April 1, 2022	Payable within 10 days after the end of each calendar month starting with the first full month after the “Opening Date” for your Franchise, but only if your Royalty Fee payments for the preceding month are less than the applicable Minimum Monthly Royalty Fee.	Minimum monthly royalty fees are subject to upward adjustment each year by an amount not to exceed 5% each year (See Section 12.1 of the Franchise Agreement. Minimum monthly royalty fees are not payable for Limited Purpose Offices.
Minimum Annual Royalty Fee	Will vary (see remarks)	We reserve the right to charge a Minimum Annual Royalty Fee for new Branch Offices opened in certain markets, which fee will vary based upon the market and specific circumstances. Such fee will be payable by January 10 th of the following calendar year, but only if your Royalty Fee payments for the calendar year are less than the Minimum Annual Royalty Fee.	Minimum Annual Royalty Fees are subject to adjustment as negotiated and set forth in your Franchise Agreement or addenda thereto.
Holding Over – Royalty Fee	The Royalty Fee due during any Holding Over Period will be equal to twice the Royalty Fee otherwise due	Upon close of each transaction	See Section 16.1.2 of the Franchise Agreement
Brand Marketing Fund (“BMF”) Fees	PROGRAM A: 1.5% of your Gross Revenue up to \$4,000,000 (measured on an annual basis); 0.5% of Gross Revenue over \$4,000,000. [4]	PROGRAM A: Payable within 20 days of being invoiced.	PROGRAM A: This program applies to franchisees that joined the ERA® System after March 31, 2015. With this program, the percentage of the BMF contributions to total annual Gross Revenue will decrease as your Gross Revenue exceed thresholds that we set. We have the right to

			increase the thresholds in the BMF by up to 5% in any given year.
	PROGRAM B: 2% of each Office(s) monthly Gross Revenue, subject to a monthly minimum of \$454 per Office and monthly maximum of \$1,792 per Office as of April 1, 2022[6]	PROGRAM B: Payable within 20 days of being invoiced.	PROGRAM B: This program applies to existing franchisees (i.e. franchisees that joined the ERA® System prior to March 31, 2015) that extend their franchise agreement or add a new Branch Office. BMF Office minimums and maximums are subject to adjustment by us each year by the greater of the increase in the CPI plus 3% or the yield to maturity on 10-year U.S. Treasury Bonds plus 3% or the US Average Existing Single-Family Home Sales Price annual increase as quoted by the National Association of Realtors® plus 3%. We also have the right to decide not to make an adjustment, to charge a fixed monthly fee instead of the fee described here. (Section 12 of the Franchise Agreement). BMF minimums and maximums do not apply to Limited Purposes Offices.
Property Management Fees and Broker Price Opinions	See remarks	Upon close of each transaction	No fees are charged on Property Management Fees and Broker Price Opinions; however, if more than 25% of your total annual Gross Revenue is derived from these services, you must pay Royalty Fees on all Gross Revenue attributable to these services. See Section 7.1.4 of the Franchise Agreement.
CRM and Consumer Platform/Productivity Suite	See remarks	To be determined	As of the issuance date of this disclosure document, we offer a CRM and Consumer Platform to you for no separate fee. As more fully described in Item 8, during calendar year 2022, we will begin providing to franchisees, through an Approved Supplier, in a staggered approach, a replacement to the CRM and Consumer Platform called the Productivity Suite. The Productivity Suite is optional and will be provided to franchisees at no extra cost. However, any enhancements or additional tools offered by the Approved Supplier that are not included in the Productivity Suite offering may require an additional cost be paid to the Approved Supplier..

			Various fees may apply to purchases made through the CRM and Consumer Platform, Productivity Suite, online Marketplace (described in Item 8), and third-party products and services. Additionally, your Multiple Listing Service(s) may assess fees to list properties on the CRM and Consumer Platform and Productivity Suite, as more fully described in Items 7 and 11. If an application programming interface ("API") to any portion of the CRM and Consumer Platform, Productivity Suite or any of our Lead Management Systems (or Leads Engine) applications, is made available to you through a third party, you may be responsible for development, integration, and service fees to that third party for the use of such API.
Lead Management System (Leads Engine)	\$0 - \$5,000 per year	As incurred	As of the issuance date of this disclosure document, the Lead Management System is included in the CRM and Consumer Platform at no additional cost and you are not required to use our Lead Management System. Additionally, Leads Engine, our proprietary successor product to the Leads Management System, will work in tandem with the Productivity Suite at no additional cost, but we have the right to charge for Leads Engine in the future.
Computer Hardware and Software Maintenance and Support	\$1,000 - \$2,000 or more per year	As incurred	As of the issuance date of this disclosure document, we do not charge for software upgrades and updates, but we have the right to do so in the future and require reasonable payment to us or an affiliate. This range estimates those fees.
Transfer Fee	\$5,000	Payable with application for transfer	Not refundable if we approve the sale or transfer of a controlling interest in your Franchise. No charge if you transfer to an entity which you control, or if the transfer meets certain other criteria, as described in the Franchise Agreement.
Liquidated Damages	See remarks	Upon "early termination"	Upon "early termination" of the Agreement (that is, any termination before the Expiration Date, other than a mutual termination or a termination by you under Section 16.2.5), you must immediately pay

			us liquidated damages. Liquidated damages will be equal to the combined monthly average of Royalty Fees, BMF contributions, and any other fees under this Agreement (without regard to any fee waivers, rebate or other reductions) payable from the Opening Date through the date of early termination, multiplied by the lesser of (i) 36 or (ii) the number of full months remaining in the Term.
Special Assistance	As negotiated	When assistance is provided	We may provide special assistance upon your request. Charges will be based upon the assistance needed.
Audit Fees	See remarks	Upon receipt of the audit report	You must immediately pay us any fees that the audit reveals were due during the audit period but not paid, plus interest at Prime plus 2%. If you fail to cooperate with an audit, fail to keep auditable records, cancel or reschedule the audit ,or if the audit exposes a deficiency of 5% or more in amounts due for any consecutive 3-month period, you also must pay all of our audit costs plus fees past due, interest, late charges and costs. As of the issuance date of this disclosure document, the estimated cost for an audit is \$450 per day; however, the per diem rate is subject to change. For existing franchisees, the criteria that may require payment of audit fees may vary according to the terms of their franchise agreement.
LaunchERA (Orientation)	\$149 per attendee; the Fee includes tuition and function meals only [7]	Prior to attendance	We currently offer “Complimentary Registration” to our LaunchERA for 2 persons (or for 1 person if you are opening a second or subsequent Office), which covers the registration fee, reasonable lodging (one double room) and function meals. You still must pay the travel and other expenses of those attendee(s) and must pay the tuition (\$149 as of the issuance date of this disclosure document), and all travel, lodging, meals and other expenses for any orientation attendees who do not receive Complimentary Registration. If you fail to attend the first Orientation offered after the Opening Date, you must pay the registration fee and all other expenses. See Items 7 and 11 for more information.

Other Education Fees	Vary by course and duration	Prior to attendance	Additional education resources may be available on an optional basis. If you elect to attend any optional education courses, you will be responsible for course fees, if any, and all travel, lodging, meal and other expenses for your attendees. (See Items 7 and 11)
Late Charges and Interest	See remarks	Upon demand	All past due payments will bear interest at the highest legal rate (not to exceed 1.5% per month) plus the highest allowable legal late charge.
Product/Service Fees	Will vary [8]	Due when ordered or used.	We have the right, but not the obligation, to introduce and make available real estate related services and products, including, but not limited to mortgage origination, escrow, property management, insurance, software, technology home warranties, and communications systems for a fee. <u>Essential Services and Products.</u> If we advise you through written notice that a service or product is an essential element of the System and must be utilized, you will, at your sole expense: (i) obtain all necessary equipment, technology, products or services which we advise you are necessary to use the essential element service or product; and (ii) begin using such product or service within 90 days after your receipt of the written notice. <u>Optional Services and Products.</u> If you voluntarily elect to use an optional service or product, you will pay us, one of our Related Parties (as defined in the Franchise Agreement), or any Approved Supplier any fees and costs associated with such service or product. These optional services and products include those offered in the online Marketplace. We offer various programs through our affiliates, third parties or Approved Suppliers in which you may elect to participate. The programs may include professional certification programs, special advertising programs, succession planning, on-line services, including web-based applications and home warranty programs.

Testing/Inspection Fees to Approve Supplier	See remarks.	To be determined	We do not currently charge fees for approval of a supplier, but we have the right to charge reasonable testing and inspection fees.
Costs and Attorney Fees	Will vary	Payable when we invoice you	Reimbursement of our costs for enforcing the Franchise Agreement if you breach it.
Indemnification	Will vary	As incurred	You will have to reimburse us, our related companies and certain persons named in the Franchise Agreement if any losses or costs are incurred because of your operation of the Business or any Excluded Businesses you operate and any acts and omissions of you, your Owners, employees, brokers or your independent agents
Taxes	Will vary	Payable when we invoice you	Payable in the event we have to pay value added taxes on the fees you pay us.
Relocation/Improvement Fees	Will vary	Payable to third parties as incurred	If your Office(s) do not meet our current minimum office appearance standards, we may require you to upgrade or relocate such Office(s). Costs and terms will be established by your suppliers.
Insurance	Cost of insurance	On demand after payment	If you fail to obtain and maintain required insurance, we have the right to obtain insurance on your behalf, and you must promptly reimburse us for the cost of that insurance. (See Items 7 and 8)
Limited Purpose Office Initial Franchise Fee	\$1,000	Payable prior to opening a Limited Purpose Office	See Items 1 and 5 for more information.
Fuel ERA	\$575 - \$799 per registrant depending upon when you register	Due by the first day of Conference. Fee discounted if you pay early.	Price may change each time the Conference is held. You must pay for at least one person for each Conference, whether or not you attend. See Section 6.2 of the Franchise Agreement. Costs for transportation, lodging and other incidental expenses are additional.

Notes to Item 6 table above (Other Fees):

- [1] As of the issuance date of this disclosure document, the only acceptable payment procedure to us is through the use of a designated web-based, self-service application for electronic payments.
- [2] All fees are imposed by and payable to us without offset, unless we have stated otherwise in this table. We uniformly impose the fees described in this table; however, we have the right to negotiate increases or decreases in, vary or waive, cap or alter the amount, form or calculation of any of the fees. We have in the past, reduced, waived or capped fees on certain transactions, and we have the right to do so again in the future.

- [3] All fees paid to us or to the BMF are non-refundable, except that we will refund your initial franchise fee if we do not accept you as a franchisee.
- [4] “Gross Revenue” is defined in Exhibit C of the Franchise Agreement and includes all compensation received or receivable in connection with the “Business” (as defined above and in the Franchise Agreement).
- [5] We have an annual “Volume Incentive Plan” or “VIP” Award program under which you may be eligible to receive a cash payment. To qualify for VIP, you must be in compliance with your Franchise Agreement, achieve certain levels of Gross Revenue for the preceding calendar year for which you have paid the Royalty Fees and BMF Contributions when due under your Franchise Agreement, participate in various programs and meet other reasonable conditions that we establish. The definition of Gross Revenue for VIP purposes is the same as described in the Franchise Agreement.

Generally, we make annual VIP payments, if earned, by April 15 of the following year. We have the right to set various conditions for VIP and annually increase or decrease the percentages and/or dollar amounts, but no change in any year may be greater than 20% of the percentage and/or dollar amounts then in effect.

If you have less than 15 months prior to the expiration of your Franchise Agreement, you will not be eligible to receive VIP. If during any calendar quarter we send you a default notice and you fail to cure the default before the end of the quarter, all of your Gross Revenue for that quarter may be excluded from the calculation of your VIP for that year, even though you later cure the default. In addition, if you are in default on the day VIP is made payment of VIP will be canceled. Furthermore, if you remain in default as of December 31st of the calendar year in which VIP is paid, then the VIP will be forfeited

- [6] You must start paying BMF contributions on the tenth day of the month following the Opening Date set forth in the Franchise Agreement. Franchisees who joined the ERA[®] system prior to March 30, 2020, may be eligible to receive a discount if they operate more than one Office under Program B. As of April 1, 2022, the monthly maximum per Office for franchisees that operate more than one Office under Program B is \$1,213.
- [7] Attendance for a new franchisee is required. The LaunchERA is complimentary for two persons, which includes the registration fee, reasonable lodging (limited to 1 double room), continental breakfast and lunch (function meals) and for 1 person if this is your second or subsequent Office. You must pay the registration fee, travel, lodging and other expenses for additional attendees. If you fail to attend the first Orientation offered after the Opening Date, you must pay the registration fee and all other expenses.
- [8] Although we do not currently assess any of these charges, we have the right to do so in the future for products and services which we deem to be essential to the operation and quality of the franchise, and you will be required to pay them to comply with your Franchise Agreement. We have the right to require you to purchase equipment, products or services that will allow your Office(s) to offer or use the required product or service. You may also incur fees and costs like these for services or products we offer that are available, but not required. See Item 8 and Section 6.3 of the Franchise Agreement for more information.

ITEM 7. ESTIMATED INITIAL INVESTMENT

YOUR ESTIMATED INITIAL INVESTMENT – CONVERSION OFFICE [1]

Type of Expenditure	Amount	Method of Payment	When Due	To Whom Payment is Made [2]
Initial Franchise Fee [3]	\$0 - \$25,000	Lump sum or financed	Upon signing the Franchise Agreement	To Us
Real Estate [4]	Not included in total	Lump sum or on account	Before Opening	Suppliers
Leasehold Improvements [5]	\$0 - \$105,000	Lump sum or open account	As incurred	Contractors
Signs (exterior, yard signs, open house signs and riders) [6]	\$700 - \$20,000	As arranged with suppliers	Within 30 days of signing the Franchise Agreement	Suppliers
Name Badges [7]	\$150 - \$750	Lump sum or open account	Within 30 days of signing the Franchise Agreement	Suppliers
Miscellaneous [8]	\$250 - \$500	Lump sum or open account	Within 30 days of signing the Franchise Agreement	Suppliers
Printed Materials [9]	\$5,100 - \$7,500	As incurred	As incurred	Suppliers
Computer Equipment and Electronic Data System [10]	\$5,000 - \$10,000	Lump sum or open account	Before opening	Suppliers
Website [11]	\$0 - \$10,000	As incurred	Within 30 days of signing the Franchise Agreement	Suppliers
Multiple Listing Service (MLS) Dues [11]	\$150 - \$3,000	Lump sum or open account	Before Opening	Multiple Listing Service or MLS feed providers
Data Feed Transmission [12]	\$0-\$5,000	Lump sum or open account	As incurred	Suppliers
Insurance Deposits and Premiums [13]	\$500 - \$4,000	Lump sum or open account	Before Opening	Insurance Carriers
Travel and Living Expenses During LaunchERA [14]	\$500 - \$3,000	As incurred	When you attend, generally within 90 days after Opening Date	Us, travel suppliers
Legal Expenses [15]	\$0 - \$4,000	As incurred	Before Opening	Attorneys

Advertising/Public Relations, including Grand Opening Promotion [16]	\$0 - \$10,000	As incurred	Before Opening	Suppliers (Advertising Agency, Media, Entertainment)
Additional Funds [17] (3 months)	\$15,000 - \$40,000	As incurred	After Opening	Employees, Suppliers, Utilities
TOTAL	\$27,350 - \$247,750			

Notes to the first Item 7 table above (Conversion Office):

- [1] This table illustrates the expenditures which may be needed to convert an existing single office real estate brokerage business to an ERA[®] Office. The estimates are based upon the assumption that the Office will be between 1,800 and 3,500 square feet and will accommodate up to 30 people (including employees and independent sales associates). If the appearance of your Office does not meet our current office standards, we may not grant you a Franchise or require you to refurbish the Office before opening your business under the ERA name. We are unable to estimate the cost, if any, of refurbishing your Office since it will depend upon its existing condition.
- [2] All payments you make to us or our affiliates are non-refundable and are not financed, unless otherwise stated. Payments you make to parties other than us or our affiliates may be refundable and/or financed at the option of the other party. We or a related company may offer financing to assist you in paying certain conversion or opening costs associated with your affiliation with the System, or offer financing to you for acquisition or recruitment opportunities or other business-related expenses, if you are an existing franchisee. Financed amounts will vary under the circumstances. Any financing will be offered through our applicable form of promissory note. See Item 10 for our current financing terms.
- [3] These fees are negotiable by us. We have the right to vary, negotiate or waive (in whole or in part) the initial franchise fee. The initial franchise fee for your Main Office is \$25,000 and the initial franchise fee for each additional Branch Office is \$5,000. The one-time fee for a Limited Purpose Office is \$1,000. We have the right to reduce or waive the initial franchise fee for eligible franchisees pursuant to our diversity and veteran program. As of the issuance date of this disclosure document, the initial franchise fee for your Main Office under this program is waived. See Item 5.
- [4] If you do not own adequate office space, you must lease an office from which you can operate your ERA[®] franchise. A range of \$0 to \$50,000 per year is estimated to cover occupancy costs incurred by franchisees dispersed over a broad geographical area, some of whom own their own real estate and some of whom lease their office space.
- [5] In many instances, a tenant may be able to negotiate a lease that provides for the landlord to bear most or all of the cost of tenant improvements. However, as a tenant you may have to incur these costs. The length of the lease may have a bearing on tenant or leasehold improvement costs you are required to pay. Typical build-out costs are generally between \$35 to \$75 per square foot when significant construction and tenant improvements are necessary, depending on the type of structure. Leasehold improvements may be higher for a franchisee who does not already have a real estate brokerage office that will service as the Office.

- [6] Includes outdoor illuminated sign, yard signs (estimated at \$14 to \$60 per sign), open house signs (estimated at \$6 to \$50 per sign), riders (estimated at \$7 to \$11), metal frames (\$21 to \$25 per frame) and posts (estimated at \$55 to \$60 per post).
- [7] Name badges range between \$6 and \$15 each depending on materials and clasp mechanisms.
- [8] Includes items such as flags, banners, lapel pins, logo apparel and sales recognition boards.
- [9] Includes non-photo business cards, envelopes, stationery, assorted brochures and miscellaneous display materials. Based on an office with 30 people (including employees and independent sales associates).
- [10] We estimate the costs for a computer hardware and software system meeting our minimum requirements for an office of 30 people (including employees and independent agents) ranges from \$5,000 to \$10,000.
- [11] We provide you with a brokerage website through the CRM and Consumer Platform, which is required in order for your company, listings and independent sales associates to be displayed and searchable on www.era.com and your receipt of listings and other online services provided by the brand. Beginning in 2022, we will be replacing the CRM and Consumer Platform with the Productivity Suite, as further described in Items 6, 8 and 11. You may also maintain your own website for your Franchise, provided this use of your own website is in compliance with brand standards and in accordance with the mandatory provisions of the P&P Manual. Implementation and maintenance cost of your own website may vary or increase depending upon the complexity of the functionality on your website, enhancements or other necessary technical requirements.

Certain optional products and services, including but not limited to the Productivity Suite, may require you to integrate with your local MLS(s), and you are responsible for all fees assessed by your MLS(s) or MLS feed provider(s). For www.era.com, IDX search capabilities may also be implemented to include listings from your Multiple Listing Service or Services (MLS), which may be subject to fees based upon local MLS rules and such fees may vary by MLS, including costs associated with entering into agreements with each MLS. See Item 11. These average estimated costs range from \$0 - \$3,000 for your first three months as described above; however, some MLSs may charge lower or higher fees. Such MLS costs would be ongoing throughout the term of your Franchise Agreement and paid directly to the MLS(s).

- [12] To minimize the potential for data issues between an MLS and our reporting system, which may include double entry of independent sales associates, staff, listing and transaction date, you can elect to send a feed of data, nightly, to us or our affiliates via Direct Feed (only active listings data) or Third-Party Integration, also known as 3PI, (listings, transactions, independent sales associates and staff data). Costs vary per approved vendor and are optional.
- [13] The insurance deposits and premiums may vary by state and depending upon your Franchise may be higher or lower than this range. You may have additional costs as a result of the size of your Franchise or number of Offices, the types of coverage and policies you carry, your claim history, or if you elect to purchase more than the minimum coverage limits required under the Franchise Agreement (See Section 17.2 of the Franchise Agreement).
- [14] If you are a new franchisee and attend the first available LaunchERA after the Opening Date, we will provide Complimentary Registration consisting of the registration fee, one reasonable hotel room (double room), and meals each day during LaunchERA for up to two persons (for your second or

subsequent Office, Complimentary Registration will be limited to one person). You must still pay the registration fee, travel and other expenses for your attendee(s) not covered by the Complimentary Registration. If you do not qualify for the Complimentary Registration or if you send any additional representatives, you must pay the registration fee, and all travel, lodging, meals, and other expenses for each attendee. In 2020 and 2021, there were no costs incurred by attendees for lodging and meals during LaunchERA as it was only offered virtually; however, in 2019, the costs for lodging and meals during LaunchERA were approximately \$1,500 per person but is subject to change. These costs are in addition to the estimates in the table. See Item 11.

- [15] Your legal expenses will vary depending upon numerous factors, including your jurisdiction, market prices and whether you retain legal counsel to review this disclosure document and/or the Franchise Agreement and to what extent you seek guidance from legal counsel.
- [16] Each opening is unique but may include multiple events such as an influencer dinner, independent agent opening/reveal, learning and a community event. All expenses including, but not limited to catering, location rental, audio/visual needs, etc., must be covered by Franchisee.
- [17] Estimate includes your Royalty Fees, BMF contributions, utilities, employee salaries and benefits, and maintenance expenses you may incur during the first 3 months of your operation as an ERA[®] franchise. You may incur additional legal expenses for advice on new or evolving federal or state laws associated with brokerage or general business obligations during your first 3 months of operation. As further described in the table, this estimated range does not include any costs you may incur for real estate. In addition, this estimated range does not include any costs you may incur to acquire an existing real estate business or its assets. We may assist franchisees with certain acquisition or expansion expenses through various financing arrangements. (See Item 10.) The estimates in this table are based on our estimate of national average costs, market conditions prevailing as of the issuance date of this disclosure document, and our and our affiliates' experience in the real estate brokerage business. We do not guarantee that you will not have additional expenses converting the business. We strongly recommend that you review the figures and estimates in Items 6 and 7 carefully with a business advisor before you sign the Franchise Agreement. No financial performance representation is made or implied.

YOUR ESTIMATED ADDITIONAL INITIAL INVESTMENT - START-UP OFFICE:[1]

We may grant a Franchise to a newly formed residential brokerage business provided the business is, or will be, composed of independent sales associates, substantially all of whom, immediately before the granting of the Franchise were affiliated with a licensed real estate broker. The following table provides an estimate of the additional costs that may be incurred to open a new ERA[®] Office.

Type of Expenditure	Amounts	Method of Payment	When Due	To Whom Payment is to be Made [2]
Facility and Space Planning [3]	\$9,000 - \$17,500	Lump sum or open account	Before Opening	Architects, consultants
Furnishings and Communication Equipment [4]	\$27,000 - \$87,500	Lump sum or open account	Before Opening	Suppliers

Type of Expenditure	Amounts	Method of Payment	When Due	To Whom Payment is to be Made [2]
Security and Other Deposits [5]	\$7,500 - \$17,700	Lump sum or open account	Before Opening	Utilities, landlord
Prepaid Business Expenses [6]	\$3,000 - \$4,600	Lump sum or open account	Before Opening	Rated carriers, government agencies, suppliers
Additional Funds (first 3 months after opening) [7]	\$35,000 - \$60,000	Monthly payments for our fees; as incurred for other expenses.	After Opening	Employees, suppliers, utilities, to us
Total Additional Investment for New Start-Up Office	\$81,500 - \$187,300			
Total Initial Investment for Conversion Office (from Conversion Office table above)	\$27,350 - \$247,750			
Total Investment for New Start-Up Office	\$108,850 - \$435,050			

Notes to the second Item 7 table above (Start-Up Office):

- [1] The estimates are based upon the assumption that the Office will be between 1,800 and 3,500 square feet and will accommodate up to 30 people (including employees and/or independent sales associates).
- [2] All payments you make to us or our affiliates are non-refundable and are not financed, unless otherwise stated. Payments you make to parties other than us or our affiliates may be refundable and/or financed at the option of the other party. We or a related company may offer financing to assist you in paying certain conversion or opening costs associated with your affiliation with the System, or offer financing to you for acquisition or recruitment opportunities or other business-related expenses, if you are an existing franchisee. Financed amounts will vary under the circumstances. Any financing will be offered through our applicable form of promissory note. See Item 10 for our current financing terms.
- [3] As a start-up franchisee, you may be required to purchase a variety of services to design and plan the office including space layout, office theme design, remodeling and accessory specifications, budgets and financing. The fee for these services will vary depending on your needs and on the size of the office.
- [4] Furnishing and equipment costs can range significantly depending on the requirements of your business. You may also be able to lease or rent these items.

- [5] These figures include deposits for rent and utilities. Leasehold deposits and other monthly rental costs may exceed these estimates in certain areas.
- [6] These figures include license fees and other miscellaneous expenses. See Note 14 above.
- [7] In addition to the Additional Funds described in the Conversion Table above, as a start-up company, we estimate that you will need these additional funds. This means that as a start-up company and office, you should plan to have \$50,000 to \$100,000 in working capital through your first 3 months after opening. This estimate includes your Royalty Fees, BMF Contributions, utilities, employee salaries and benefits, postage and maintenance expenses you may incur during the first 3 months of your operation as a start-up ERA[®] Office. You should discuss your cash flow needs and capital budgets with a professional accountant or advisor knowledgeable in planning new business enterprises. This figure does not include any amounts you may need for personal or living expenses. Payments for debt service, if any, are not included in this estimate. We do not guarantee that you will not have additional expenses starting the business. No financial performance representation is made or implied.

The first table above provides an estimated range of the costs you might incur during your first 3 months after the conversion of an existing real estate brokerage office to an ERA[®] Office. The first and second tables above (when read together) provide an estimated range of the costs you might incur through your first 3 months after opening a new start-up ERA Office. Your actual costs may vary from these estimates, depending upon a number of factors, including without limitation: whether you are converting an existing office or starting a new one; your tastes (e.g., upgraded office décor and furnishings); your management skill, business acumen and experience; local economic conditions; the local market for real estate services; competition; the volume of business you transact; commission and agent split rates; whether you will act as the broker of record or will retain one; the size of your facilities and staffs; and the scope of your real estate operation, if any, prior to entering into the Franchise.

The estimates in the above tables are based on our estimate of national average costs, market conditions prevailing as of the issuance date of this disclosure document, and our and our affiliates' experience in the real estate brokerage business, specifically the experience of our affiliate, RBG, which has operated company owned real estate brokerages under the marks of certain of the Real Estate Affiliates in the United States since 1997. We do not guarantee that you will not have any additional expenses starting the business. We strongly recommend that you review the figures and estimates in this and other Items carefully with a business advisor before you sign the Franchise Agreement.

You are cautioned to allow for inflation, discretionary expenditures, fluctuating interest rates and other costs of financing, and local market conditions, which can be highly variable and can result in substantial, rapid and unpredictable increases in costs. You must bear any deviation or escalation in costs from the estimates in this Item 7 or estimates that we give during any phase of the conversion or development process.

ITEM 8. RESTRICTIONS ON SOURCES OF PRODUCTS AND SERVICES

We require ongoing maintenance of quality and uniformity throughout the ERA[®] System by identifying certain standards and specifications governing the use of the Marks in your day-to-day business, including on business cards, stationery, signage, and in related advertising and marketing. Accordingly, you must purchase building signs, yard signs, stationery, business cards and other ERA[®] trademark-bearing items used in your real estate business that meet the mandatory standards and specifications as described in both the P&P Manual and the

Identity Standards Manual incorporated into the P&P Manual. We have the right to change the P&P Manual and/or Identity Standards Manual periodically.

We consider the mandatory specifications, standards and other requirements contained in the P&P Manual and Identity Standards Manual to be of critical importance to the success of the System and may require that you deal only with suppliers that have been approved by us.

We do not have specific standards or specifications for the furniture, fixtures and equipment that you use in your Office(s), except that we have minimum computer requirements you must comply with in order to access our reporting system, as further described in Item 11. However, you may purchase computer equipment that meets these requirements from any source. All furniture, fixtures and equipment you use in your Office(s) must be in good condition and create an overall professional image for your Office(s).

We or RSG maintains a list of “Approved Suppliers” that provide trademark-bearing items to be used by our franchisees. Many of these Approved Suppliers participate in RSG’s preferred vendor program (the “Strategic Alliance Program”) which provides a variety of third-party products and services to our franchisees and franchisees of our Real Estate Affiliates for optional purchase. We and/or RSG negotiates purchasing arrangements for certain products and services with Approved Suppliers, including price terms, for the benefit of franchisees. Trademark-bearing products, including signage and stationery, may only be purchased from an Approved Supplier unless you receive our prior written permission to use another supplier. Among the criteria we consider in permitting you to use an alternative supplier is whether the supplier is able to produce the product or service in compliance with our mandatory standards and specifications and other requirements. You must submit product samples and specifications to us for inspection, testing and approval. Our analysis of another supplier in these circumstances usually takes up to 30 days. Although we do not do so currently, we may charge reasonable testing and/or inspection fees and advise you accordingly. We or RSG may limit the number of Approved Suppliers to obtain volume discounts and/or assure consistent quality and adequate supplies for franchisees. We or RSG may revoke a supplier’s approved status, upon notice to the supplier, if the supplier no longer meets our criteria, if it breaches its agreement with us or RSG, or if the products and services offered are no longer competitive in price or quality.

We do not assume any liability for the acts or omissions of, or guarantee the performance of, any supplier, whether approved or not.

Except for our CRM and Consumer Platform, Productivity Suite and our proprietary Lead Management System, to be replaced by Leads Engine by mid-2023 (as described in Item 11) neither we nor any of our affiliates, including Realogy Group, provide any product or service from either Approved Suppliers or under the Strategic Alliance Program. There are no Approved Suppliers in which an officer of ours owns a material interest.

Through our affiliates, and partners, we offer a proprietary CRM and Consumer Platform and Lead Management System. As further described in Item 1, the CRM and Consumer Platform is a suite of tools to assist franchisees in operating a real estate brokerage business. Currently, ZapLabs offers the CRM and Consumer Platform to our franchisees, franchisees of the Real Estate Affiliates and our affiliate RBG. As of the issuance date of this disclosure document, you are not required to use the CRM and Consumer Platform and there is currently no separate fee for use of it. Franchisees opting to use the CRM and Consumer Platform will be required to agree to the Terms of Use (Exhibit C-6). The CRM and Consumer Platform includes the Lead Management System. Franchisees not using the CRM and Consumer Platform must use a Lead Management System that we designate to manage and monitor brand generated leads, which is currently the Lead Management System we offer through our affiliates or partners. In addition, franchisees have the option of purchasing related enhancements or other products and services from us, our Related

Parties (as defined in the Franchise Agreement) or from third parties through the CRM and Consumer Platform online Marketplace.

During calendar year 2022, we will begin offering, in a staggered approach, a Productivity Suite through an Approved Supplier, which will include the following: (i) a customer relation management system (“CRM”), (ii) CMA/presentation tool, (iii) agent and broker websites, (iv) a recruiting tool for brokers, and (v) an e-mail marketing solution (collectively referred to as the “Productivity Suite”). The Productivity Suite will be provided to franchisees at no extra cost. Your use of the Productivity Suite is optional and is not subject to a separate fee; however, any enhancements or additional tools offered by the Approved Supplier that are not included in the Productivity Suite offering may require an additional cost to the Approved Supplier. Franchisees opting to use the Productivity Suite will be required to agree to the Terms of Use (Exhibit C-6). As described in Item 7, franchisees are responsible for all fees assessed by their Multiple Listing Service or Services (MLS or MLSs) or MLS feed provider(s), which may vary by MLS.

Leads Engine, our proprietary successor product to the Leads Management System, is leveraged by brokers to manage their lead routing business rules and will work in tandem with the Productivity Suite. We do not currently charge a fee for the Lead Management System, or its successor Leads Engine, but have the right to do so in the future.

We and our affiliates have the right, subject to any franchisee election to opt-out, to submit listings to third party listing portal aggregators or services, whether web-based or otherwise (“Listing Services”) that will display those listings on public websites. Franchisees may have the option of purchasing related enhancements or other services and items directly from such Listing Services.

By early 2023, you will have access to Marketplace, an optional online ecosystem product portfolio that provides franchisees with the option of purchasing optional products and services (or enhancements), that are provided by us, our Related Parties, or Approved Suppliers. Although access to the Marketplace is provided at no extra cost to franchisees, there may be fees and costs associated with such product offerings in the Marketplace, and those fees and costs may be paid to us, our Related Parties, or Approved Suppliers.

We do not provide you with any special benefits, including opportunities to acquire additional franchises, if you purchase products and services through an Approved Supplier or the Strategic Alliance Program. There are no purchasing or distribution cooperatives. We estimate that the required purchases and leases by a franchisee for the initial conversion of its businesses to an ERA[®] Office, or for the initial opening of a start-up ERA[®] Office will range from 20% to 30% of the total costs for converting or opening the Office. We estimate that required purchases by a conversion or start-up franchisee on an ongoing basis typically will equal less than 5% of the franchisee’s total operating expenses per year.

We and our affiliates have the right to receive fees, payments, rebates, commissions or other consideration (collectively “Consideration”) from Approved Suppliers, vendors affiliated with the Strategic Alliance Program, or other vendors from which you opt to purchase products, services and other items to be used in your real estate business (collectively the “Vendors”) or from Listing Services, which may or may not be based on sales to franchisees or reasonably related to services we or our affiliates provide to these Vendors or Listing Services. For any required purchases of products and services by you or other franchisees from Vendors, we and our affiliates have the right to receive Consideration from Vendors that is generally 0% to 5% of the price you and other franchisees pay to Vendors for these items. We and our affiliates have the right to increase or decrease this percentage in the future. We and our affiliates will retain and use any Consideration we receive from Vendors or Listing Services as we deem appropriate.

In 2021, total net revenues of Realogy Group were approximately \$8 billion. Of this amount, gross revenue of \$1,736,929, or 0.02% of total 2021 Realogy Group revenue was from required purchases or leases, or purchases

or leases subject to our mandatory standards, specifications and other requirements by the franchisees of the Real Estate Affiliates and us.

You must obtain and maintain for the term of the Franchise Agreement, at your expense, all of the insurance coverage we periodically prescribe, as outlined in the P&P Manual or other communication to you. All policies must be in form and content satisfactory to us and must be issued by an insurer(s) rated A-VIII or better in Class X by Alfred M. Best and Company Inc., or comparably rated by Moody's and/or Standard and Poor's or similarly reliable rating services acceptable to us. Coverage shall be written on a primary and non-contributory basis, and any insurance carried by Franchisee shall be excess. We have the right to change the minimum acceptable rating requirement. In addition, all insurance coverage (excluding workers' compensation insurance, cyber insurance and Employment Practices Liability Insurance) must name us, Realogy Holdings and their subsidiaries, successors and assigns as additional insureds and provide that we will receive 30 days' advance written notice of a cancellation of any policy.

Your insurance coverage must include, at a minimum: (1) if you use an automobile in connection with your business operations, automobile liability coverage, including hired and non-owned autos, with limits of at least \$1,000,000 per occurrence (2) general liability coverage, including contractual liability, Property Management coverage and (if not covered in a separate automobile liability policy) hired and non-owned autos, with limits of at least \$1,000,000 per occurrence, and this coverage shall be provided on a primary and non-contributory basis; (3) professional liability (real estate errors and omissions) coverage, including coverage for Property Management, with limits of at least \$1,000,000 per claim, (4) cyber insurance in an amount appropriate for the size of your franchise operations, but in no event should limits be less than \$500,000 per claim; and (5) any additional types of policies and coverage required by law, including without limitation workers' compensation coverage and other policies generally recommended in the industry such as Employment Practices Liability Insurance. See Item 7 for an estimate of the costs relating to your minimum insurance coverage requirements. You should consult with your own insurance agents, brokers, attorneys or other insurance advisors to determine the level of insurance protection you need and desire, including any insurance coverage it may be advisable for you to require your affiliated agents to obtain, in addition to the coverage limits we require.

All required insurance coverage must commence as of the Opening Date (as defined in the Franchise Agreement) of your ERA[®] Office and Future Offices (as defined in Section 5.4 of the Franchise Agreement). You must furnish us certificates of insurance coverage at commencement, annually and upon our request, evidencing the existence of such insurance coverage and your compliance with the insurance coverage requirements. We have the right to require specific endorsements, as necessary. Further we have the right to require you to obtain additional types of insurance, to increase limits during the term of the Franchise Agreement or to reduce minimum coverage requirements (with our written approval). If you fail to maintain any required insurance, we have the right, but not the obligation, to obtain any and all required insurance on your behalf and to charge you for the cost. In such case, you must promptly reimburse us for all our costs on demand.

ITEM 9. FRANCHISEE'S OBLIGATIONS

This table lists your principal obligations under the franchise and other agreements. It will help you find more detailed information about your obligations in these agreements and in other items of this disclosure document.

KEY: ● Franchise Agreement:	Exhibit C
● ERA Real Estate Powered Office Addendum:	Exhibit C-1
● Location Addendum:	Exhibit C-2
● Term Extension Addendum:	Exhibit C-3
● Limited Purpose Office Addendum:	Exhibit C-4
● Terms of Use ("TOU"):	Exhibit C-6

Obligation	Section in Franchise Or Other Agreement	Item in Disclosure Document
A. Site selection and acquisition/lease	Section 5 of the Franchise Agreement; Location Addendum; Section 1 of the Limited Purpose Office Addendum	Items 6, 7, 11 and 12
B. Pre-opening purchases/leases	Sections 4, 9, 16.2.3.8 and 16.2.4.7 of the Franchise Agreement	Items 7 and 8
C. Site development and other pre- opening requirements	Sections 2.1–2.4, 4.6–4.8, 9 and 11 of the Franchise Agreement	Items 6, 7, 8 and 11
D. Initial and ongoing training	Section 6 of the Franchise Agreement; Section 6 of the Limited Purpose Office Addendum	Items 11 and 15
E. Opening	Sections 1.7, 4.9, 16.2.3.8 and 16.2.4.7 of the Franchise Agreement	Items 7 and 11
F. Fees	Sections 1.6, 6–9, 11–14 and 15.6 of the Franchise Agreement; Section 1 of the Location Addendum; Section 1 of the Term Extension Addendum; Section 7 of the TOU; Sections 3 and 8 of the Limited Purpose Office Addendum	Items 5, 6, 7, 8 and 11
G. Compliance with standards and policies/operating manual	Sections 2.1–2.3, 4–6, 9–11, 13, 14, 16.2.6, 16.2.7 and 22.2 of the Franchise Agreement; Section 3 of the ERA Real Estate Powered Office Addendum; Section 6 of the TOU; Section 4 of the Limited Purpose Office Addendum	Items 8, 9, 11, 13, 14 and 16
H. Trademarks and proprietary information	Sections 1.7, 2.1.2, 4, 5.3.2, 5.3.3, 10.3, 13, 14 and 16 of the Franchise Agreement; Sections 1 and 2 of the ERA Real Estate Powered Office Addendum; Section 4 of the TOU	Items 13 and 14

I. Restrictions on products/services offered	Sections 4, 5.1, 6.3, 11.1, 9.3, 9.5, 11.1 and 14 of the Franchise Agreement; Section 3 of the TOU	Items 8, 11 and 16
J. Warranty and customer service requirements	Sections 10 and 21.2 of the Franchise Agreement; Section 8 of the TOU	Items 11 and 16
K. Territorial development and sale quotas	Sections 5 and 16.2.7 of the Franchise Agreement	Item 12
L. Ongoing product/service purchases	Sections 4, 6.3, 9 and 11.1 of the Franchise Agreement	Item 8
M. Maintenance, appearance and remodeling requirements	Sections 4.6–4.8, 9 and 16.2.6 of the Franchise Agreement	Items 6, 7 and 12
N. Insurance	Section 17.2 of the Franchise Agreement	Items 6 and 8
O. Advertising	Sections 2.1, 4.5.3, 4.12, 8 and 11.1 of the Franchise Agreement; Section 1 of the Location Addendum; Section 1 of the Term Extension Addendum	Items 6 and 11
P. Indemnification	Sections 11.7 and 17 of the Franchise Agreement; Section 10 of the TOU	Item 6
Q. Owner's participation/management/staffing	Sections 1.4, 2.3, 10, 13.4 and 21.1 of the Franchise Agreement	Items 11 and 15
R. Records/reports	Sections 9.1 and 13 of the Franchise Agreement; Section 16D of the TOU	Items 6, 8 and 11
S. Inspections/audits	Sections 4.2.2, 4.2.4, 13 and 16.7.3 of the Franchise Agreement	Items 6 and 17
T. Transfer	Sections 13.3, 15 and 20.2 of the Franchise Agreement; Section 4 of the ERA Real Estate Powered Office Addendum; Section 15 of the TOU	Items 6 and 17
U. Renewal	Section 16.1 of the Franchise Agreement; Section 1 of the Location Addendum; Section 1 of the Term Extension Addendum; Section 13 of the TOU; Section 2 of the Limited Purpose Office Addendum	Item 17
V. Post-termination obligation	Sections 16.4, 16.7 and 20.4 of the Franchise Agreement; Section 13 of the TOU	Item 17
W. Non-competition covenants	Section 20 of the Franchise Agreement	Item 17

X. Dispute resolution	Sections 16.6, 16.8, 19 and 22.6 – 22.11 of the Franchise Agreement; Section 16B of the TOU	Item 17 and cover page
Y. Guaranty of Payment and Performance of Franchisee's Obligations [1]	Section 1.4 and Exhibit B to the Franchise Agreement	Item 15

Note to Item 9 table above:

- [1] Each of your “Owners” (and their members, shareholders, partners, and spouses as applicable) must sign a Guarantee guaranteeing your obligations under the Franchise Agreement.

ITEM 10. FINANCING

Neither we nor any related company is obligated to provide you any financing. We or a related company, however, have the right to offer you financing to assist with conversion costs or growth opportunities. This financing will be based on several factors, including without limitation your financial need, credit history, ability to repay, net worth, your business operations, including history of growing your business, and your stability as well as our need for the development of your market area. Depending upon these factors, we may offer you financing up to an amount equal to a percentage of the fees we expect to receive from your operations. We have the right to require you to furnish us with financial statements, tax returns and other documents. The terms of any financing, including the amount, the term of repayment, the amount of principal to be repaid, the amount of interest to be paid (where applicable), the security and other relevant terms are subject to negotiation between the parties as described below.

We or a related company primarily offer two types of financing. Unless noted below, the financing will be in the form of promissory notes (“Notes”) as set forth in the table below:

Finance Type	Amount Financed	Down Payment	Term	Finance Charges [1]	Payment Terms	Prepayment Penalty	Security Required [5]	Liability Upon Default [6]	Loss Of Legal Rights on Default [6]
Conversion Promissory Note [2]	Varies	None	9 years [2]	Only upon a payment default, 18% per annum or the highest rate allowed by law	Equal annual installments with an opportunity for forgiveness of the annual principal installment [3]	None, except no refunds of interest will be paid, which may in effect, result in a prepayment penalty	Personal Guaranty by all persons with any equity interest in franchisee and their spouses; Security Agreement and UCC-1; Pledge of franchisee's future rights to any VIP Award	Unpaid Loan/Loss of franchise; acceleration of payments and other remedies available to us under the terms of the Note and the Franchise Agreement	Waive various notice, rights and defenses; confess judgment

Finance Type	Amount Financed	Down Payment	Term	Finance Charges [1]	Payment Terms	Prepayment Penalty	Security Required [5]	Liability Upon Default [6]	Loss Of Legal Rights on Default [6]
Expansion Promissory Note [4]	Varies	None	Varies	18% per annum or the highest rate allowed by law, which may, in our discretion, be payable upon a payment default.	Payment over Term with a lump sum payment at Maturity Date	None,	Personal guaranty by all persons with any equity interest in franchisee and their spouses; Security Agreement and UCC-1; Pledge of franchisee's future rights to any VIP Award	Unpaid Loan/Loss of franchise; acceleration of payments and other remedies available to us under the terms of the Note and the Franchise Agreement.	Waive various notices, rights and defense; confess judgment

Notes to Item 10 table above:

- [1] Except as specified herein, we do not impose finance charges in connection with these financing arrangements except for interest charged upon a payment default in the amount of 18% per annum or the highest rate allowed by law.
- [2] We may offer a Conversion Promissory Note ("CPN") to assist you in paying certain conversion or opening costs associated with your affiliation with the System, which may include costs for signage, materials, advertising and marketing programs, transitional expenses, acquisition opportunities, recruiting or other business-related expenses, provided the funds are used for the Franchise. If we finance these costs, you must execute a CPN, substantially in the form of Exhibit D-1, and an addendum to your Agreement reflecting the terms of the CPN and a General Release in the form of Exhibit C-5, as a condition for funding. The CPN provides for an annual opportunity to achieve forgiveness of a portion of the principal upon satisfaction of certain annual Gross Revenues thresholds. In this event, we will reduce the outstanding balance by a specified percentage each year until the CPN is effectively forgiven provided you are: (i) in compliance with your Franchise Agreement and any other agreements with us and our affiliates, including all Notes; and (ii) you maintain certain levels of annual Gross Revenue. The CPN has a maturity date of 9 years from January 1st of the first full calendar year after execution of the CPN. If your Franchise Agreement expires or otherwise terminates prior to the CPN maturity date, any outstanding unamortized principal balance remaining on the CPN will be owed on the expiration or termination date of your Franchise Agreement. We may condition your receipt of the funding on you signing the CPN within 3 months of the grant of funding.
- [3] If you fail to meet the required level of annual Gross Revenue in any calendar year or otherwise fail to meet the requirements for forgiveness under the CPN, we have the right to bill you the agreed upon amount of the annual principal for immediate payment.
- [4] We may offer financing opportunities to existing franchisees for acquisition opportunities or other business-related expenses under an interest-bearing Expansion Promissory Note ("Expansion Note")

substantially in the form of Exhibit D-2. Expansion Notes are offered in our discretion based on certain criteria, including the length of time remaining in the Term, your credit worthiness and your business operations. The principal amount must be repaid in full 6 months prior to the expiration date of the Agreement. There is no opportunity to achieve forgiveness of the loan.

- [5] All Notes must be guaranteed by the Franchisee as well as personally guaranteed by all shareholders, partners, interest holders and their respective spouses, as required by us. You must sign a security agreement for all the Business' assets, including after acquired property. We will file a UCC-1 financing statement with the appropriate governmental authority. (See Exhibit F to the Franchise Agreement or Exhibit D-3.) We have the right to require additional forms of security. All Notes require that any amounts due to you under the Volume Incentive Plan program described in Item 6 may be applied to the interest or principal due under any Note (see Section 7.2 and Exhibit E of the Franchise Agreement).
- [6] For all Notes, the payments are non-refundable. If you are in default under any Note (which includes without limitation defaults under your Franchise Agreements or other agreements with us and our related companies) or your Franchise Agreement is otherwise terminated for any reason while any Note is outstanding, all principal and accrued interest payments are accelerated, and you are obligated to pay immediately the entire amount due as well as any collection costs that may be incurred, including court costs and attorneys' fees. Your failure to pay all amounts when due under any Note may constitute: (i) a default under the Franchise Agreement that may lead to termination of the Franchise Agreement; and (ii) a default under other agreements with us or our related companies. Under every Note, you waive various notices, rights and defenses, including your rights to diligence, demand, presentment for payment, notice of nonpayment and protest, and notice of amendments or modifications. You also waive any defense under the statute of limitations and allow that a confessed judgment may be taken against you. (See Exhibits D-1 and D-2.)

We may require you to undergo a six-month operational review of your Franchise prior to the granting of any financing. The review will include a financial analysis, assessment of the use and understanding of our programs, and your adherence to the requirements under the Franchise Agreement.

Except as disclosed above, we do not offer financing that requires you to waive notice, confess judgment or waive a defense against us or the lender, although you may lose your defenses against us and others in a collection action on a Note that is sold or discounted. We have no plans to sell or assign any Note from you or any other franchisee; however, we have the right to do so in the future. Upon any sale or assignment, we will not remain primarily obligated to provide the financial goods or services. We do not guarantee your obligations to third parties.

We have the right to offer various financing programs to help franchisees with agent recruiting or other business-related expenses. We may also offer various financing programs as part of our diversity and veteran program. We may or may not require you to sign a CPN and have the right to require you to sign a General Release, in the form of Exhibit C-5, as a condition of financing, whether or not you are required to sign a CPN.

If RSG has a lender that provides finance opportunities to franchisees under the Strategic Alliance program, we or RSG may receive payments from such lender. As of the issuance date of this disclosure document, RSG does not receive payment from lenders. See Item 8.

ITEM 11. FRANCHISOR'S ASSISTANCE, ADVERTISING, COMPUTER SYSTEMS AND TRAINING

Except as listed below, we are not required to provide you with any assistance.

SITE SELECTION

We do not select your office location and most franchisees operate a real estate brokerage business before joining the ERA[®] System and already have an office. We generally do not own property leased to franchisees for office locations, provide site selection assistance or assistance with lease or purchase negotiations. You must obtain our advance written approval for each proposed Office location and execute a Franchise Agreement and/or an amendment to an existing Franchise Agreement before you exhibit ERA[®] Identification or offer ERA[®] services at them. You may not change the location of an Office without our prior written permission.

We consider a number of factors in deciding whether to approve a proposed Office or a request to relocate an existing Office. These factors may include ERA[®] representation in the applicable market(s), the general location and neighborhood, visibility from the street, parking, size, layout and other factors we consider relevant. To request a change of location for an Office, you must submit a written request to us that identifies the proposed location and specifies a proposed opening date. We will have up to 30 days to approve or disapprove the new location. If we do not respond to your request within this period, the proposed relocation will be deemed disapproved. Our review or approval of a site does not constitute a guarantee, recommendation or assurance as to the suitability of the site for an ERA[®] Office, or the success of the site or the Franchise. Our approval of a site means that based on the information you provided to us, the site meets our then-current minimum standards.

TIME TO OPEN

Most franchisees convert an existing real estate brokerage business to an ERA[®] Office and complete this process within 45 days after the Effective Date of the Franchise Agreement. A franchisee starting a new business typically opens the ERA[®] Office 45 to 120 days after the Effective Date of the Franchise Agreement. Some of the factors which may affect your timing are the ability to obtain a lease and financing, whether you must make improvements to the Office, whether you already own furniture and equipment or must acquire it, and local regulations and customs for establishing your business. If we do not approve your proposed location or if you do not open the Office by the Opening Date in your Franchise Agreement, then we can terminate the Franchise Agreement (Franchise Agreement Sections 1.7 and 16.2.3.8).

PROGRAMS

We will make ERA[®] marketing materials available to you (Franchise Agreement Section 11.1). Some materials may have associated fees and be available for purchase. We have the right to periodically add to, change or eliminate ERA[®] marketing materials. You must abide by these additions or changes, and refrain from advertising or offering any marketing materials after we notify you they have been eliminated.

MANUAL

We will provide you access to a copy of the P&P Manual that we furnish to franchisees for use in operating an ERA[®] or ERA Real Estate Powered[®] real estate office. You may view the P&P Manual before you sign an ERA[®] or ERA Real Estate Powered[®] Franchise Agreement if you sign the Confidentiality Agreement attached to this disclosure document as Exhibit E. The P&P Manual includes various suggestions and mandatory specifications, standards, trademark and identity standards for use of our Marks, and a wide scope of operating procedures. The P&P Manual and its updates may be made available to you through

our intranet site, <http://teamera.com>. We have the right to periodically change the P&P Manual, but these changes will not materially alter your status and rights under the Franchise Agreement. We usually provide you access to the P&P Manual before or during LaunchERA. As of the issuance date of this disclosure document, the P&P Manual contained 47 pages and its table of contents is included in Exhibit J. You will have 90 days to comply with any changes to mandatory provisions that we change in the P&P Manual and you will be responsible for costs associated such changes (Franchise Agreement, Section 10.2). We do not impose requirements as to equipment, fixtures or other fixed assets (except for computers and signage), or for construction, remodeling, leasehold improvements or decorating costs. We will provide written specifications for the computer and signage requirements in the P&P Manual. The minimum hardware and software requirements are also outlined in this disclosure document. We may also offer resources and services described in the P&P Manual or otherwise for use by the System. We reserve the right to change or modify the P&P Manual at any time, and to discontinue or add resources and/or services offered to the System at any time. We have the right to provide resources (marketing, sales and productivity) and services funded by us directly, provided for a fee, or funded in part or entirely by the BMF.

MARKETING AND ADVERTISING

During the term of your Franchise Agreement, we will provide national marketing, public relations and promotional campaigns through the ERA® Brand Marketing Fund (“BMF”) to promote and enhance the awareness level and value of the ERA® Marks and brand. We have the right to use up to 5% of the BMF for marketing that is principally a solicitation for the sale of franchises to grow the ERA® System and increase the goodwill of the brand for the benefit of all franchisees.

We develop the strategy and implementation for brand campaigns with oversight and input from RFG and Realogy Group senior management personnel. We may engage third party vendors or affiliates, or our Related Parties to provide other various products and services to the System and for the brand for overall marketing, advertising and other related activities in support of the ERA® brand and the ERA® System, and these vendors, affiliates and Related Parties will be paid from BMF funds based either directly on invoices charged to us or on an allocation methodology (generally based on usage, headcount or similar bases) for products and services shared among affiliates or our Related Parties. We may seek, but are not obligated to follow, advice on advertising policies and programs from the National Advisory Council (“NAC”). The NAC members represent a cross section of ERA Franchisees and consist of a three year term for the following: the ERA Gene Francis Memorial Award winner and four finalists, up to two companies that represent each of the five ERA Division categories in volume as well as up to five ERA Real Estate Brand Selected appointments. We have the right to form, change or dissolve advertising councils, including the NAC.

In addition to efforts supported by the BMF (as further described below), you will also incur certain expenses for marketing, promotional and sales expenses, including resources to provide marketing and sales support for your business. The BMF may focus heavily on national brand marketing. As a result, you will have other marketing and sales expenses for products and services in your local market. You may develop and place your own advertising for property listings using the ERA® Identification. Any advertising you develop must be approved by us and/or meet the guidelines found in the ERA® Advertising and Identity sections of the P&P Manual (Franchise Agreement Sections 4.5 and 4.10). The www.Leverage.era.com website provides access to advertising materials and press releases that we have already approved. We have the right to require you and your independent agents to discontinue use of non-compliant usage of the Marks and non-compliant marketing materials, including but not limited to, signage, company/personnel marketing and advertising of any kind (e.g. digital, print, social media, etc.). As described above, other advertising and marketing materials may be purchased from third party vendors through the [Leverage.era.com](http://www.Leverage.era.com) website. See Item 8. All your advertising must conspicuously state: “Each ERA® (or ERA Powered® Office) is independently owned and operated.” We will have representatives available to consult with you on marketing issues (Franchise Agreement Section 6.1.3).

The BMF also may be used for other purposes, as further described below. Required BMF contributions, which are based on Gross Revenue, are identified in Item 6 above and in the Franchise Agreement. Some franchisees who signed older or negotiated agreements may contribute at different rates. Although the BMF expenditures are intended to maximize general recognition and customer support for all ERA® offices, we cannot assure you that your Office will benefit directly from the placement of the advertising or marketing. We may target print publications, internet-based advertising vehicles, events and on-site promotions for BMF expenditures on a national or regional level, although that may change in the future. We have no obligation under the Franchise Agreement place advertising or marketing to directly affect particular markets or regions, including the markets or regions where your Offices are located. We have the right to use our in-house marketing department, as well as national agency or agencies, to perform any or all of the above functions on behalf of the brand. We currently use professional marketing, social media, lead generation and public relations agencies for the creation, development and placement of the marketing collateral, asset development and promotional materials produced for the BMF, and we have the right to change agencies at any time without notice to you. We have the right to use the BMF for international advertising and marketing to maximize the goodwill of the ERA® brand.

We manage and administer the BMF pursuant to our franchise agreements. The BMF is a contractually generated fund. It is not a trust and we have no fiduciary or implied duties. BMF contributions are limited to those made by you and other franchisees. We use the BMF for the development, implementation, production, placement, payment and costs of national and regional (as defined by us) marketing, promotions, public relations, which may include direct mail (and email), market research, social media, customer surveys and test marketing to promote and further the recognition of the Marks, the System and franchisees generally. The BMF may also be used for other purposes, such as website development, including the CRM and Consumer Platform, the Productivity Suite, online marketing, hosting and maintenance for the brand consumer website and accompanying consumer websites and blogs and the System intranet site, search engine marketing and search engine optimization, awards, customer service support, production, real estate listing enhancement costs and subsidies, listing distribution arrangements, regional and national ERA® system events and related activities, social media development and education, sponsorships, any leads management system development, maintenance and updates, lead generation, customer loyalty programs, marketing related to agent or broker productivity or other learning resources, system communications, identity standards and website compliance, brand extension development and marketing, talent attraction initiatives, resources and marketing, software development and distribution and other related activities in support of the ERA® brand and the ERA® System. All BMF funds are deposited into our general operating account and are commingled with our general operating funds. (Franchise Agreement, Section 8.3.) We have the right to use part of the advertising fund for joint or collective advertising campaigns with related companies and our Related Parties.

We may charge all costs for formulation, development and placement of advertising, marketing, promotional and public relations materials to the BMF. This cost will include marketing staff compensation, travel expenses, and a proportionate share of the compensation for our senior management who devote time and render services for advertising, marketing and promotion or the administration of the BMF. The BMF also compensates us or our Related Parties for out-of-pocket costs on behalf of the BMF and for reasonable expenses incurred for rent, overhead, accounting, collection, reporting, technology system support, legal, human resources, finance, operations, management and other services, which we or our Related Parties provide to, or which relate to the administration of or services provided to, the BMF and its programs (collectively “Corporate Services”). We and our affiliates may provide certain products and/or services to the BMF, including the Corporate Services outlined above, which would otherwise be provided by unaffiliated third parties, and we and our affiliates will be entitled to compensation by the BMF for such products and/or services. Any products and/or services provided by us or our affiliates will be provided at a cost comparable to those costs that the BMF would otherwise incur if the products or services were obtained from unaffiliated third parties. We determine the Corporate Services expenses to be charged to the BMF using a combination of direct cost calculations in the

case of certain Corporate Services expenses directly attributable to RFG as a whole, and where Corporate Services expenses are shared among us and the Real Estate Affiliates, an allocation methodology. In those cases, where Corporate Services costs are shared, we and our affiliates determine how much of the overall expenses incurred for Corporate Services for a calendar year are reasonably attributable to services provided to the BMF and the advertising/marketing funds of the Real Estate Affiliates. These expenses are allocated based on revenue, headcount, usage and similar bases, as we deem appropriate for the specific Corporate Service. The portion of the expense for Corporate Services is then further allocated to the BMF based on the total amount of revenue collected by the BMF in the calendar year as a percentage of the aggregate revenue collected by the BMF and the advertising/marketing funds of the Real Estate Affiliates for the same calendar year. We have the right to periodically modify the allocation process and the methodology described in this paragraph. Specifically, we reserve the right to adjust our method for charging the BMF for Corporate Services to a reasonable management fee calculated as a percentage of the total BMF contributions made by us and our affiliates, as applicable, and our franchisees for the applicable year according to the following formula: 6% of all BMF revenue up to \$7,000,000 and 3% of all BMF revenue over \$7,000,000. If implemented, this fee will include the Corporate Services described above and will specifically exclude marketing staff compensation and senior management compensation.

Upon your written request, we will provide you with an annual financial statement for the BMF, which is usually available on or about April 30 of each year, in a form provided in our sole discretion. We are not required to cause the BMF to be audited or reviewed by an independent certified public accounting firm. If the total contributions to the BMF from franchisees exceed the expenditures from the fund in any calendar year, the excess franchisee contributions will be retained in the fund for future marketing purposes. The BMF may borrow from us or other lenders to cover its deficits or invest any of its surplus for future use.

We anticipate that all of our franchisees will contribute to the BMF, although there is no prohibition against us charging a higher or lower rate for future franchisees. Except as provided in Section 8 of the Franchise Agreement, we assume no liability or obligations for collecting amounts due to the BMF or to administering or maintaining the BMF. We have no implied or fiduciary duties, through course of conduct or otherwise, with respect to our administration and/or management of the BMF. We may pursue franchisees for BMF contributions if we deem such action to be in our best interest. We may also forgive, waive, settle or compromise claims made on behalf of or against the BMF. If we proceed against a franchisee for BMF contributions and other amounts due (including Royalty Fees), we will apply a pro-rata portion of any judgment or settlement amount we receive to the BMF based on the BMF claim's proportionate share of the total amount owed to us and the BMF by the franchisee (excluding any lost profits or liquidated damages amounts). We charge the BMF 30% of the attorneys' fees and other collection costs incurred in any action seeking past due recovery of BMF funds. We have the right to add new services, resources and capabilities funded in part or entirely by the BMF. Other services, resources and capabilities may be provided directly to you or for a fee.

In 2021, cash disbursements of the BMF were distributed in the following manner: 47% - internet marketing, 23% - marketing, advertising and public relations, 24% - other marketing, and 6% on administration. You may join a "Broker Council" if one serves the market area in which your Office is located. Broker Councils are voluntary at the local level and membership is not required.

COMPUTERS AND ELECTRONIC DEVICES

We and our affiliates have developed technology systems consisting of our proprietary software and non-proprietary operating programs that enables you to transmit required listing information and transaction information and other relevant reporting data via the internet (the reporting system). The reporting system allows a franchisee to access its business data from any computer connected to the internet with no additional software. With the reporting system, a franchisee can maintain listing information and photos, employee rosters, office contact information and download and sort this information for its specific needs. We do not have independent access to the data in your office system, except for such data that you transmit to us or enter

into the reporting system and except for MLS data we receive through third parties. There are no contractual limitations on our right to access this data. We will provide the reporting system to you without charge; however, you must obtain appropriate connectivity and browser software for this application as well as any platform upgrades that may be necessary. You are responsible for purchasing compatible hardware from a vendor you select. We have the right to require you to utilize hardware or additional software from a particular provider. Except for the reporting system discussed above, we do not, as of the issuance date of this disclosure document, require you to use any particular provider of hardware or software.

As of the issuance date of this disclosure document, our minimum standards for the reporting system are indicated below. The requirements are divided into two categories, Supported and Recommended. While the reporting system will work with any items in the Supported column, users are encouraged to use the Recommended.

Operating Systems:

Supported	Recommended
Windows 7 / 8 / 8.1/ 10	Windows 11
Mac OS X 10.10 (Yosemite)	Mac OS X 12 (Monterey)
Android Lollipop (5.x) Android Marshmallow (6.x)	Android 11 (Red Velvet Cake)
iOS 9/10	iOS 15

Windows Browsers:

Supported	Recommended
Chrome (60+)	Chrome 97
Internet Explorer 10 / 11	Internet Explorer 11
Edge (25+)	Edge (28)
Firefox (55+)	Firefox 96

Mac Browsers:

Supported	Recommended
Safari 9 /10	Safari 15

PC System Requirements:

We are constantly evolving and upgrading tools, platforms, systems and websites (collectively our “Tech Resources”) and we expect our franchisees to provide the appropriate hardware, software and internet connectivity that allows the Tech Resources to be fully supported and utilized in your Office(s) over the term of your Franchise Agreement. We design our Tech Resources to work correctly with technology that is widely available, accessible and in broad use.

We will not provide maintenance for your computer hardware. It is recommended that you obtain a service agreement if repair and support are not covered under the warranty that accompanied the various components of your office infrastructure (“technology”, “hardware” or other “software”). We have the right to periodically change our standards. While a computer with the technology that is widely available, accessible and in broad use may be able to handle other software applications related to the operation of an ERA® Office, we do not represent that the above computer specifications or widely available technology for which we base our Tech Resources on will be sufficient to run any additional software. Our standards are simply the minimum requirements to operate an ERA® Office.

The costs of the minimum hardware and software components required above will vary based on the size of the office and number of independent sales associates. We estimate the costs for a system that meets these minimum requirements for an Office of 30 people (including employees and/or independent sales associates) ranges from \$5,000 to \$10,000. We further estimate the costs for any optional or required maintenance updates, upgrading or support contracts for an Office of 30 people (including employees and/or independent sales associates) will range between \$1,000 and \$2,000 or more per year.

You must ensure that any technology you use in connection with the Business, has appropriate data security controls, including but not limited to the following: (i) authentication mechanisms designed so that they cannot be bypassed to gain unauthorized access to systems, (ii) encryption; and (iii) password protection measures, such as protecting the form in which they are stored and complexity of character classes and password length.

You are required to use our Lead Management System, or successor product, Leads Engine, that we designate to manage and service leads you obtain through our website or other sources. As of the issuance date of this disclosure document, unless you are using the CRM and Consumer Platform or Productivity Suite (see Item 8), we require you to use our Lead Management System and estimate your annual Lead Management System fees will range from \$0 to \$5,000. The Lead Management System (and Leads Engine) will be included with the CRM and Consumer Platform and Productivity Suite at no cost to you; however, we reserve the right to require the payment of reasonable fees in the future, as described below and in Item 7.

Franchisees electing to use the CRM and Consumer Platform and Productivity Suite will be required to agree to the Terms of Use (Exhibit C-6). While your use of the CRM and Consumer Platform and Productivity Suite are optional as of the issuance date of this disclosure document and not subject to a separate fee, as further described in Items 6 and 8, we reserve the right, to make the use of the CRM and Consumer Platform and Productivity Suite, or a future platform that we designate, mandatory and/or to require the payment of reasonable fees to us, or our Related Parties (as defined in the Franchise Agreement), for the use of the CRM and Consumer Platform and Productivity Suite. You have the option of purchasing related enhancements or other products and services from us, our Related Parties (as defined in the Franchise Agreement), or from third parties through the online Marketplace. If an application programming interface to any portion of the CRM and Consumer Platform, the Productivity Suite or any of our Lead Management System (or Leads Engine) applications, ("API"), is made available to you through a third party, you may be responsible for development, integration, and service fees to that third party for the use of such API.

We offer one online service, www.era.com, which is a publicly accessible brand website that allows us, our affiliates, you and your independent sales associates to post listings on the internet (subject to the terms and conditions of the P&P Manual) for consumers worldwide, to search for listings by geographic regions, price range, number of bedrooms and other pertinent criteria. You are not required to participate in www.era.com but failure to do so may result in you not receiving all listing data, leads or other online services offered by the brand. We, our affiliates or Related Parties may provide support, options to you through message-based support, forums, online chat or phone. We, or our Related Parties, also develop, provide, and maintain brand-level websites for certain of the Real Estate Affiliates.

Presently, there are no mandatory fees directly associated with participation in www.era.com; however, IDX search capabilities may be implemented on www.era.com include listings from your MLS, which may be subject to initial or ongoing fees based upon local MLS rules and such fees may vary by MLS. The www.era.com site and independent sales associate sites are IDX sites that may require 3-way MLS agreements. Although many MLS' may not charge, some MLS' do charge for providing a data feed for online purposes such as displaying listings online, including those feeds in connection with your use of the Productivity Suite. Franchisees are responsible for all fees assessed by their MLS or MLS feed provider (as described in Item

7). Further, you must obtain appropriate connectivity and browser software for this application, and/or our intranet site, as well as any platform upgrades that may be necessary.

In addition, we maintain a password protected extranet site accessible to you, your independent sales associates and office personnel who subscribe to the System. This extranet site may include various enhancements as available, including expanded industry news, ERA® news and systems, broker-to-broker referral capabilities and supplier information. You are free to use any form of electronic media (including the internet) so long as your use is in compliance with the Franchise Agreement and the mandatory provisions of the P&P Manual.

We and our affiliates have the right, but not the obligation, to develop further enhancements to these technology systems and software packages, some or all of which may result in an access fee or other charges. In addition, based on any enhancements we develop, changes in technology or in our reasonable business judgment, we have the right to require you, at your cost, to update, replace or add to your computer equipment (including hardware, software, services, data protection and other related components) during the term of the Franchise Agreement, and there are no contractual limitations on the frequency or cost of this obligation (Franchise Agreement, Section 9). As of the issuance date of this disclosure document, we have not charged for software upgrades and updates, but we have the right to do so in the future.

Except as described in Items 12 and 13, you may advertise your business and market homes using electronic resources including the internet, subject to the terms of the Franchise Agreement and any limitations in the P&P Manual. As described above, you may maintain your own website for your Franchise and use our Marks on the website, provided this use is in compliance with the P&P Manual. You cannot use any of the Marks in a uniform resource locator or similar internet (“URL”) or addressing or identification system, except in compliance with our guidelines or as otherwise authorized by us. Real estate brokerage offices (including their independent sales associates) of competitive brands controlled by our affiliates, may have used, and have the right to use, other channels of distribution, such as the internet, telemarketing or other direct marketing sales, to make sales within your market area using their principal brand trademarks and/or trademarks different from the ones you will use under the Franchise Agreement. We use and have the right to use, other channels of distribution, such as the internet, telemarketing or other direct marketing sales, to make sales within your market area using our principal brand trademarks and/or trademarks different from the ones you will use under the Franchise Agreement.

TRAINING

We provide orientation LaunchERA and other education programs for you and your independent sales associates. LaunchERA is mandatory for all new franchisees and must be completed to our satisfaction by you or your designee persons within 12 months after the Opening Date. If you are a new franchisee and participate in the first LaunchERA after the Opening Date, we will provide a “Complimentary Registration,” consisting of registration, reasonable lodging (limited to one double room) and function meals, for up to two representatives. If you obtain a Franchise for a second or subsequent Office and you participate in the next LaunchERA after the Opening Date, we will provide Complimentary Registration for one representative; however, you are responsible for travel and incidental expenses and any wages for your employees. You must pay for lodging and meal expenses at LaunchERA for any additional employees who attend or if you do not participate in the first available LaunchERA after the Opening Date.

We expect to hold LaunchERA once annually (subject to potential attendance and demand), usually at our corporate office or at a hotel near our Headquarters in Madison, New Jersey. LaunchERA is conducted under the supervision of Peter McMahon, Vice President of Learning. Mr. McMahon has been conducting learning since 2013 and has been conducting learning programs with us since 2021. The instructors for each of the subjects have varying degrees of experience with us and within the industry. Each instructor will generally have at least one year of experience in the real estate industry or in the industry related to the topic, and unless

an outside consultant, will have at least 6 months of experience working with us or our affiliates. Some subjects are taught by third parties with significant relevant experience in the topic. The instructors conduct the program utilizing the most current product, technology and content. The typical program is described in the following table.

TRAINING PROGRAM

Subject	Hours of Classroom Training	Hours of On-The-Job Training [1]	Location
Transition ¹	7.0	0	At or near our Headquarters in New Jersey or virtually
Leverage (Extranet) Overview	1.0	0	Online prior to in-person program at or near our Headquarters in New Jersey or virtually
Day One			
Leadership – Brand Perspective on Real Estate Industry, Brand Competitive Edge	0.5	0	At or near our Headquarters in New Jersey or virtually
Who’s Who – Brand/Realogy Resources, Brand Org Chart, Servicing Team, Servicing Resources, Tools, & Systems	0.5	0	At or near our Headquarters in New Jersey or virtually
Leadership Color Personality – Leadership Traits vs. Leadership Traps, Color Personality Assessment, Vision	1.0	0	At or near our Headquarters in New Jersey or virtually
Brand Marketing Strategy – Advertising Materials, Social Media Support, Events, PR and Diversity Initiatives	1.0	0	At or near our Headquarters in New Jersey or virtually
Digital Marketing, Brand Tools & Programs – Interactive Marketing Resources and Systems and Online Lead Strategy	1.5	0	At or near our Headquarters in New Jersey or virtually
Dash Reports	1.0	0	At or near our Headquarters in New Jersey or virtually
Financial Management – KPI’s, P&L Statements, Annual Budget, Analyze Causes, Implement Cures, Financial Tools, and Third-Party Products and Services	1.5	0	At or near our Headquarters in New Jersey or virtually
Day Two			
Welcome from CEO – CEO Update, Mission, Values & Culture	0.5	0	At or near our Headquarters in New Jersey or virtually

Value Proposition	3.0	0	At or near our Headquarters in New Jersey or virtually
Recruiting – Goal Setting – Attraction Tool Needs Analysis	2.0	0	At or near our Headquarters in New Jersey or virtually
Learning And Development – Office Productivity – Building a Year Long Training Calendar – Skill and Tools	1.5	0	At or near our Headquarters in New Jersey or virtually
Day Three			
Broker Panel	1.0	0	At or near our Headquarters in New Jersey or virtually
Retention – Articulate Value Proposition	1.0	0	At or near our Headquarters in New Jersey or virtually
Breakout Groups for Action Planning	1.0	0	At or near our Headquarters in New Jersey or virtually

Note to Item 11 table above:

[1] We do not provide any on the job training.

We offer directly and through other resources and The National Association of REALTORS[®], The CE Shop and a number of other voluntary learning courses (such as ERA[®] National and Regional events) at various locations around the country. We have the right to change, discontinue or add any learning program for the ERA System at any time. Additional learning resources are currently being provided through a specialized learning team dedicated to providing enhanced learning resources to us, RBG and the Real Estate Affiliates.

Any education, support, advice or resources we provide to you in connection with the Franchise is solely for the purpose of protecting the Marks and goodwill associated with the System and assisting you in the operation of the Franchise, and not for the purpose of controlling in or in any way exercising or exerting control over your decisions or the day-to-day operation of the Franchise, including your personnel-related decisions.

ANCILLARY SERVICES

We also may offer ancillary services, directly or through related or other companies for a fee, to assist you in enhancing your Franchise. Ancillary services may include loan brokerage, escrow services, title searches, insurance and the like, related to a real estate brokerage operation. The above services may not be available in all markets, and we have the right to add, change or discontinue any ancillary service at any time.

ITEM 12. TERRITORY

You will not receive an exclusive territory. You may face competition from other franchisees, from outlets that we own, or from other channels of distribution or competitive brands that we control. You must operate your Franchise only from the Office(s) identified in the Franchise Agreement. You must promote your services within the market served by your Office(s). Except as described below, you and your affiliated agents, may solicit clients from anywhere that your real estate license permits, and in accordance with state and local real estate rules and regulations. Additionally, subject to your real estate license limitations, you may solicit clients using alternative channels of distribution, including the internet, catalog sales, telemarketing or other direct marketing sales.

At any time, we and our affiliates have the right, without compensation to you, to own, operate, franchise or license others to operate real estate brokerage businesses, including without limitation ERA[®], ERA Real Estate Powered[®] and ERA Powered[®] offices, and other businesses anywhere within or outside the market area where your Office(s) is located, including locations in immediate proximity to your Office(s). The Real Estate Affiliates grant similar real estate brokerage franchises to operate under the Coldwell Banker[®], Coldwell Banker Commercial[®], CENTURY 21[®], Sotheby's International Realty[®], Better Homes and Gardens[®] Real Estate and Corcoran[®] service marks. Each Real Estate Affiliate is operated separately and distinctly from the others; therefore, we do not resolve conflicts between franchisees of the Real Estate Affiliates regarding territory, customers and franchisor support. We do, however, work with our franchisees to collaboratively resolve conflicts between us and them regarding territory, customers and franchisor support.

RBG currently operates real estate brokerage businesses under the Coldwell Banker[®], Coldwell Banker Commercial[®] and Sotheby's International Realty[®] service marks. NRT NY currently operates real estate brokerages under Corcoran[®] and Corcoran Sunshine[®] service marks. There is no restriction under the Franchise Agreement that prevents us, the Real Estate Affiliates, RBG, NRT NY or any other present or future affiliate from owning, operating, franchising or licensing others to operate, real estate brokerages or other businesses under the ERA[®], ERA Powered[®], ERA Real Estate Powered[®], Coldwell Banker[®], Coldwell Banker Commercial[®], CENTURY 21[®], Sotheby's International Realty[®], Better Homes and Gardens[®] Real Estate and Corcoran[®] service marks, or any other service marks, anywhere within or outside your market area. Except for real estate license limitations, there are no restrictions on us or our affiliates or on our or our affiliates' franchisees, that would prevent us or our affiliates, or our or our affiliates' franchisees from accepting, clients or listings within the area in which you operate. You are not entitled to receive any compensation from us or others for any business generated by us or our affiliates or our or our affiliates' franchisees from clients in any market area, including clients in your market area. Further, we and our affiliates have the right to use and allow our and our affiliates' franchisees to use, without any compensation to you, alternative channels of distribution, including the internet, catalog sales, telemarketing or other direct marketing sales, to make sales anywhere within or outside your market area using the Marks or any other service marks.

As further described in Item 1, we and the Real Estate Affiliates subcontract with Realogy Group and its affiliates for support services and share office facilities with them in Madison, New Jersey. Each Real Estate Affiliate is operated as a separate company with its own management and marketing personnel and distinct business strategies and objectives.

You must not operate your Franchise at any site other than the Office(s) identified in your Franchise Agreement without our prior written approval. If you want to change an Office location within the same general vicinity as your Office(s), you must request our approval in writing (and submit other relevant information that we request to evaluate your proposal), at least 30 days before the proposed change. We may impose conditions on our approval of a location change, including:

[1] The new Office location must satisfy our then current office appearance standards and must offer you the prospect of enhancing your ability to provide quality real estate services;

[2] The relocation of your Office must not expose us or any of our Related Parties (as defined in Exhibit C of the Franchise Agreement) to potential liability (as we have the right to determine in our reasonable business judgment);

[3] The relocation must not be likely to have a material adverse effect on our business, the business of our Related Parties or of other franchisees (as we have the right to determine in our reasonable business judgment);

[4] You must be in compliance with the Franchise Agreement and all other agreements with us and/or our Related Parties; and

[5] You must sign documentation we require to memorialize the approved change in location.

You do not have any options, rights of first refusal or similar rights to acquire additional Franchises. You do not receive the right to acquire additional Offices unless we sign a Location Addendum (or Limited Purpose Office Addendum) to the Franchise Agreement with you for each additional Office. You do not have any standing to object to a new franchise Office based upon proximity of the Limited Purpose Office to the proposed new franchise Office. You should not sign a new lease or incur any other expenses or liabilities for a new Office until we have approved the proposed location. See Sections 5.4 and 5.5 of the Franchise Agreement regarding the opening of additional Offices.

We have the right to require that you meet certain minimum operating standards in order for you to continue to operate your ERA[®] Office(s). Commencing with the second full calendar year after the Effective Date of the Franchise Agreement, if you do not close at least 50 “Residential Sales” (as defined in Section 16.2.7 of the Franchise Agreement) for any calendar year, we have the right to place you on probation and, if you do not correct the deficiency during the probationary period, we have the right to terminate the Franchise Agreement. We have the right to periodically modify or supplement these minimum operating standards as published by us in the P&P Manual.

Generally, we neither grant an area license nor exclusive territorial rights. There is no minimum area of protection or territory granted to franchisees under the Franchise Agreement. However, we have the right to grant to franchisees limited protected areas in which no new franchises will be granted for a period of time determined by us if we think that local market conditions or other economic factors merit such a decision. We have the right to enter into Franchise Agreements, which may contain materially different terms than those in your Franchise Agreement and may include favorable modifications to any number of standard provisions (including the royalty fees, BMF contribution, term and the granting of certain limited and conditional protected areas or markets). Any grant of limited protected areas must be in writing and will have a specified term. We have the right to terminate such limited areas of protection if a franchisee fails to maintain a level of annual Gross Revenue that we determine is appropriate for maintenance of the protected area granted or otherwise are in default of the Franchise Agreement.

ITEM 13. TRADEMARKS

You are required to operate under the name “ERA” (or “ERA Powered” or “ERA Real Estate Powered” if we sign an ERA Real Estate Powered[®] Office Addendum with you) with a suffix that identifies your Office. According to our P&P Manual, your trade name may be displayed in standard text as well as in a logo format. The specific font type, style, proportions and other specific details of the logo formats are described in specific detail in the Identity Standards and may not be altered by you. You are not allowed to use the ERA Powered[®] Mark or the ERA Real Estate Powered[®] Mark unless we grant you an ERA Powered Franchise. You may also use other current or future Marks that we license to you. By Marks, we mean the ERA[®] service mark and other trademarks, service marks, trade names, designs, logos and other commercial symbols and slogans we periodically designate to use in connection with your Franchise, including the following primary Marks which are registered on the United States Patent and Trademark Office Principal Register:

Service Mark	Registration No.	Registration Date
ERA	1078060	November 22, 1977
ERA REAL ESTATE & New Roof Design	4670175	January 13, 2015
ERA REAL ESTATE & New Roof Design (in color)	4670164	January 13, 2015
ERA POWERED	4354270	June 18, 2013
ERA REAL ESTATE POWERED	4250619	November 27, 2012
ERA REAL ESTATE POWERED & New Roof Design	4743632	May 26, 2015
ERA REAL ESTATE POWERED & New Roof Design (in color)	6135589	August 25, 2020

Under your Franchise Agreement, you also are granted a license to use the ERA REAL ESTATE & New Roof Design logo Mark (which appears on the front of this disclosure document) with your trade name next to it.

We own all of the Marks and the above registrations. All registrations have been renewed on a timely basis and all appropriate maintenance affidavits have been filed. As of the issuance date of this disclosure document, there are no agreements currently in effect which could significantly limit our right to use or to license the Marks in a manner material to you.

We must ensure that all franchisees utilizing the Marks meet our standards. You must follow our rules when you use the Marks. You may only use the Marks in the operation of your Franchise and only in accordance with the Franchise Agreement, the Identity Standards Manual and P&P Manual, which contain detailed instructions for use of the Marks. We have included a link to the National Association of Realtors® Code of Ethics in the P&P Manual and incorporated various quality control provisions into the Franchise Agreement. You must fully comply with each and all of the mandatory provisions and standards. You must use the Marks in combination with your trade name, which is the name you must operate the Business solely under. You must identify yourself as the independent owner of the Franchise. You may not use any of the Marks as part of your legal entity name. You may also not use the Marks on the internet or any similar communications network, including your URL, except in compliance with our guidelines or as otherwise authorized by us. We have the right to apply for and own tradenames, trademarks and service marks relating to Improvements (as defined in Section 14.2 of the Franchise Agreement) and such Improvements will be our property.

You are not permitted to use any derivative of the Marks or any confusingly similar mark as a mark by itself or with any other name, brand, design, trademark, service mark, trade dress, logo, domain name, or corporate, trade or business name. Further, we have the right to require certain eligibility requirements for your use of certain Marks. You must not directly or indirectly contest our rights to our trademarks (including the Marks).

We have the right to change or discontinue the use of the Marks or any other trademarks, service marks, trade names, designs, logos, or other commercial symbols that we let you use. If we do so, you must comply with these changes at your expense, although you will always be given at least 90 days to comply.

You must notify us promptly if you learn about any unauthorized or improper use of the Marks or if anyone challenges your right to use them. We will take the action we think appropriate. You cannot commence any investigation, complaint or legal action, or communicate with any other person concerning these matters without our prior written consent. You are required by the Franchise Agreement to cooperate with us and our attorneys in handling any complaint or legal action regarding the Marks. We will not require you to incur any unreasonable costs in connection with your cooperation related to any complaint or legal action regarding the Marks. Except as required by law, we are not obligated under the Franchise Agreement to protect the Marks or your right to use the Marks or to protect you against claims of infringement or unfair competition arising out of your use of the Marks. We have the right to conduct and control any legal actions or administrative proceedings regarding the Marks. Except as required by state law or state addendum to the Franchise Agreement, we are not obligated by the Franchise Agreement to participate in or indemnify you for litigation or administrative proceedings in which you are named as a party and that involve the license of the Marks to you, regardless of whether the outcome of the proceeding is resolved unfavorably to you.

You must notify us promptly if you become aware of any complaint to, or investigation by, a governmental authority.

As of the issuance date of this disclosure document, there are no currently effective material determinations of the United States Patent and Trademark Office, Trademark Trial and Appeal Board, any state trademark administrator or any court involving the Marks. We have not been notified of any pending infringement, opposition or cancellation action or pending material litigation involving the Marks. We do not know of any superior prior rights or infringing uses that could materially affect your use of the Marks.

ITEM 14. PATENTS, COPYRIGHTS AND PROPRIETARY INFORMATION

There are no patents or pending patent applications that are material to the Franchise. Under the Franchise Agreement you will receive a license to use information that is published in the P&P Manual, educational resources, advertising and promotional materials, and computer software programs. Although formal application(s) for a copyright registration of all materials may not have been filed with the United States Copyright Office, we own all copyright rights and/or have the exclusive right to license the copyright rights in and to the materials.

We regard various proprietary information used in our business and supplied to you as valuable trade secrets. This proprietary information includes the P&P Manual, information concerning our System, our referral system, education and operational materials, business and marketing plans and resources, computer software programs, technology tools, including the CRM and Consumer Platform, the Productivity Suite and other technology, and other confidential aspects of our business. You must exert reasonably prudent efforts to maintain the confidentiality of this proprietary information during the Term of the Franchise Agreement, as well as after its termination or expiration. This includes informing your Responsible Broker, Office manager(s), independent sales associates and other personnel that these materials are proprietary and supervising their use of the materials. You may not use any confidential, proprietary or trade secret information that we provide to you other than in the manner authorized. You must comply with all mandatory methods, specifications and procedures in the P&P Manual, as it may be modified from time to time. You have no rights under the Franchise Agreement if we modify or discontinue use of the P&P Manual (or a specific version of the P&P Manual), or any other proprietary information we provide to you, including proprietary information

covered by our copyrights or trade secrets. We have the right to apply for and own trade secrets and copyrights relating to Improvements and such Improvements will be our property.

We have the right to change or discontinue the use of any of the copyrights, copyrighted materials and trade secrets that we let you use, and if we do so, you must comply with those changes at your expense, although you will always be given at least 90 days to comply.

You must notify us promptly if you learn about any unauthorized or improper use of our copyrights, copyrighted materials, trade secrets or other proprietary information, or if anyone challenges your right to use them. We will take the action we think appropriate and have the right to control any administrative proceedings or litigation. We are not obligated, however, to take any action in response to the unauthorized or improper use of our copyrighted materials or trade secrets. You cannot commence any investigation, complaint or legal action, or communicate with any other person concerning these matters without our prior written consent. You are required by the Franchise Agreement to cooperate with us and our attorneys in handling any complaint or legal action relating to our copyrights and trade secrets. Except as required by state law or state addendum to the Franchise Agreement, we are not obligated by the Franchise Agreement to participate in or indemnify you for litigation or administrative proceedings in which you are named as a party that involve your use of any proprietary information covered by our copyrights or trade secrets, regardless of whether the outcome of the proceeding is resolved unfavorably to you.

You must not directly or indirectly contest our rights to any copyrights, copyrighted materials, trademarks, trade secrets or other proprietary information. As of the issuance date of this disclosure document, there are no currently effective material determinations of the United States Patent and Trademark Office, the United States Copyright Office, or a court regarding our copyrights, trade secrets or other proprietary information. We have not been notified of any infringement that could materially affect your use of our copyrights, copyrighted materials, trade secrets or other proprietary information. As of the issuance date of this disclosure document, there are no agreements currently in effect which could significantly limit our right to use or to sublicense our copyrighted materials, trade secrets or other proprietary information in a manner material to you.

ITEM 15. OBLIGATION TO PARTICIPATE IN THE ACTUAL OPERATION OF THE FRANCHISE BUSINESS

You, if you are an individual and obtaining the franchise as a sole proprietor, or your Owners, if you are an entity, must participate in the management of the Franchise. You will exercise your continuous best efforts to maintain, develop and promote the Franchise to its greatest potential and to enhance the Marks reputation and goodwill. You must retain a Responsible Broker (as defined in the Franchise Agreement) and you, your office manager(s) and your Responsible Broker must comply with all applicable laws, rules and regulations.

Your Responsible Broker or another agreed upon individual must attend LaunchERA (see Item 11 and Section 6.1.1 of the Franchise Agreement). Any new Responsible Broker (or their designee) must attend the first available LaunchERA after he or she becomes your Responsible Broker.

During the Term, you, your Owners (as defined in Exhibit C of the Franchise Agreement), officers, guarantors and Responsible Broker cannot, directly or indirectly, through ownership or otherwise, engage in any real estate brokerage business, other than the Business or any Real Estate Related Excluded Business authorized under the Franchise Agreement. You will require all your management personnel, including your Responsible Broker and any office manager to treat as confidential all ERA[®] trade secrets and proprietary information. The Responsible Broker and manager do not need to have an equity interest in the Franchise.

Each equity interest holder in the Franchises must sign a Guaranty of Payment and Performance, agreeing to discharge all obligations of the “Franchisee,” including its payment obligations, under the Franchise Agreement. We have the right to require a spouse not a party to the Franchise Agreement to sign a personal guaranty. By signing the Guaranty, a spouse will be jointly and severally liable for all obligations under the Franchise Agreement whether or not the spouse is involved in the operation of the Franchise. This places the personal assets of the owners and the owners’ spouses at risk. See Exhibit C.

ITEM 16. RESTRICTIONS ON WHAT THE FRANCHISEE MAY SELL

The Franchise Agreement defines the real estate brokerage services you may provide under the Marks. These defined services may be more limited than the scope of activities permitted under state real estate licensing laws.

If we grant you a Franchise, you must use the Marks in connection with the listing, offering, selling, exchanging, purchasing, managing, leasing or renting of residential real estate. For purposes of this disclosure document, “Residential Real Estate” means real estate consisting of a residential dwelling (including an apartment within a multi-family building), including leaseholds of dwellings (including the rental and management of properties), cooperatives, condominiums, fractional ownership, timeshares, manufactured homes, panelized or pre-fabricated housing, undeveloped land, resort, farm and ranch real estate and any other form of real estate for which a residential real estate brokerage license is required under applicable law, excluding real estate services defined as Real Estate Related Excluded Businesses (see Section 4.2.2 of the Franchise Agreement). You may also use the Marks in connection with the listing, offering, selling, exchanging, purchasing, managing, leasing or renting of commercial real estate and any ancillary personal property related to a commercial real estate transaction authorized under applicable broker licensing laws, which may vary, from time to time based on state laws (“Commercial Real Estate”).

You may be permitted to engage in other business activities with our written consent. Such business activities must be conducted under a trade name other than “ERA” or “ERA Powered” and in a manner (including, but not limited to, segregated workspaces, as we may require, and using a separate telephone number) that eliminates the prospect that the public might believe that the other business relates to the ERA® System in any way (see Section 4.2 of the Franchise Agreement). We have the right to establish policies and standards in our P&P Manual to ensure these activities are kept separate and apart from the Franchise.

To prevent a conflict of interest and to facilitate relationships among franchisees, neither you, your Owners, officers, employees or independent agents directly or indirectly participate in the operation or ownership of, or receive any compensation from any business that provides equipment, services or supplies to other franchisee and our affiliates and their respective franchisees.

We have the right to limit and/or expand the scope of permissible business activities upon advance written notice. There are no limits on our right to change the types of authorized services and goods you may sell.

ITEM 17. RENEWAL, TERMINATION, TRANSFER AND DISPUTE RESOLUTION

This table lists certain important provisions of the Franchise Agreement and related agreements. You should read these provisions in the agreements attached to this disclosure document.

KEY:	● Franchise Agreement	Exhibit C
	● ERA Powered® Office Addendum	Exhibit C-1
	● Location Addendum	Exhibit C-2
	● Term Extension Addendum	Exhibit C-3
	● Limited Purpose Office Addendum	Exhibit C-4
	● Terms of Use (“TOU”)	Exhibit C-6

THE FRANCHISE RELATIONSHIP		
Provision	Section in Franchise or Other Agreement	Summary
a. Length of the term of the franchise	Section 1.5 of the Franchise Agreement; Section 1 of the Term Extension Addendum Section 13 of the TOU Section 2 of the Limited Purpose Office Addendum	Commences upon the Opening Date and expires on the date 10 years from the Opening Date. We have the right, however, to negotiate with you a greater or lesser term under your Franchise Agreement. The TOU will continue in full effect unless and until your account is terminated for convenience, upon notice, or termination or expiration of the Franchise Agreement. One-year initial term with a right to extend for additional one-year terms.
b. Renewal or extension of the terms	Section 16.1 of the Franchise Agreement; Section 1 of the Term Extension Addendum Section 2 of the Limited Purpose Office Addendum	No renewal rights. If we grant you an additional term, we may require you to sign our then current Franchise Agreement or a Term Extension Addendum with materially different terms. Term is automatically extended for additional one-year periods until terminated in accordance with the terms of the Addendum.
c. Requirements for you to renew or extend	Sections 1.5 and 16.1 of the Franchise Agreement; Section 1 of the Location Addendum; Section 1 of the Term Extension Addendum	No renewal rights. If we grant you an additional term, we may require you to sign our then current Franchise Agreement or Term Extension Addendum with materially different terms.

THE FRANCHISE RELATIONSHIP		
Provision	Section in Franchise or Other Agreement	Summary
d. Termination by you	Section 16.2.5 of the Franchise Agreement; Section 1 of the Location Addendum; Section 1 of the Term Extension Addendum Section 7 of the Limited Purpose Office Addendum Section 13 of the TOU	If a majority owner dies or becomes disabled, you may elect to terminate the Franchise Agreement if certain conditions are satisfied. The Franchise Agreement may be mutually terminated. Either party may terminate upon 30 days' notice. Either party may terminate for convenience upon notice.
e. Termination by us without cause	None Section 7 of the Limited Purpose Office Addendum Section 13 of the TOU	Not applicable Either party may terminate upon 30 days' notice. Either party may terminate for convenience upon notice.
f. Termination by us with cause	Section 16.2.2 of the Franchise Agreement Section 13 of the TOU Section 7 of the Limited Purpose Addendum	We can terminate if you commit a breach, including any one of several listed violations, or if certain events occur; see "g" below. Either party may terminate for convenience upon notice. We can terminate for non-compliance with the addendum or if the Franchise Agreement expires or is terminated.
g. "Cause" defined defaults which <u>can</u> be cured	Sections 16.2.3, 16.2.6 and 16.2.7 of the Franchise Agreement	Cause means any material breach by you of your obligations, including non-payment of fees. You have 30 days to cure financial breaches; failure to assign after your death or incompetency; subfranchising by you; failure to comply with all applicable laws; operating any other business within the franchise location using the Marks; failure to properly display and use the Marks; failure to begin operating the Franchise as required under the Franchise Agreement or any Addenda; creation of a security interest in the Franchise Agreement or assets of the Business

THE FRANCHISE RELATIONSHIP		
Provision	Section in Franchise or Other Agreement	Summary
		without our prior written consent; or any other material breach of the Franchise Agreement. If you are notified that your Office fails to meet our Minimum Office Design and Appearance Standards, you have 90 days to correct the deficiencies. If these deficiencies are not timely corrected, we have the right to terminate the Franchise Agreement. If you fail to meet minimum operating standards established in the Franchise Agreement, you will be placed on probation. If the deficiency is not corrected within the probationary period, we have the right to terminate the Franchise Agreement.
h. “Cause” defined defaults which <u>cannot</u> be cured	Section 16.2.4 of the Franchise Agreement	Suspension or revocation of your real estate broker’s license; conduct that impairs the goodwill of the Marks or the System; insolvency or bankruptcy; any default for which you have received notice of termination during the prior 12 months; any material misrepresentation made to us; the operation of a competing residential brokerage business in violation of the in-term non-competition covenant; or abandonment of your Office (which includes failing to commence operation in accordance with the Franchise Agreement).
i. Your obligations on termination	Sections 13.2, 6.4 – 16.8 and 20.4 of the Franchise Agreement	Pay amounts owed to us or our Related Parties; discontinue the Franchise (i.e. do not identify yourself as a current or former franchisee and discontinue using the Marks); cancel fictitious name; notify phone company and directory publishers, including internet directories; remove our Marks from any websites, web pages, social media sites and source codes or other mechanisms directing consumers to your website and assign all URLs with our Marks to us; stop using confidential information; immediately return all Manuals, and other property or programs); retain records for three years after termination; and for early termination, payment of liquidated damages. _____ The rights and licenses will immediately terminate, and you will be solely responsible for ensuring your own
	Section 13 of the TOU	

THE FRANCHISE RELATIONSHIP		
Provision	Section in Franchise or Other Agreement	Summary
		continued access to data stored in connection with your use of the CRM Consumer Platform and Productivity Suite is retrievable by you within ten days after termination.
j. Assignment of contract by us	Section 15.9 of the Franchise Agreement	We have the right to assign if we have completed our obligations or made arrangements for an assignee to fulfill our obligations; your consent is not required.
k. "Transfer" by you – definition	Sections 15.1, 15.4 and 15.5 of the Franchise Agreement	Includes the voluntary or involuntary, direct or indirect, sale, assignment, transfer, license, sublicense, pledge, creation of a security interest, or testamentary disposition of any rights under the Franchise Agreement, the assets or income of the Franchise or you, or a controlling interest in your ownership.
l. Our approval of transfer by you	Sections 15.1 and 15.7 of the Franchise Agreement	We have the right to approve all transfers of 10% or more interest in the franchise, the franchisee or 10% of the assets comprising the Business.
	Section 4 of the ERA Powered® Office Addendum	Limited to an existing franchisee meeting the ERA Powered® requirements.
m. Conditions for our approval of transfer	Sections 15.5 and 15.7 of the Franchise Agreement	The following conditions apply to a Transfer of the Franchise (defined in Section 15.4): Current compliance by you with Franchise Agreement; transferee meets our standards for new franchisees; transferee agrees to abide by current Franchise Agreement or signs new franchise agreement (as we have the right to determine); payment of \$5,000 transfer fee; signing by you of a general release; you pay or transferee assumes any outstanding indebtedness you owe us; an audit of your operations; you purchase tail coverage and general liability insurance policies naming us as an additional insured.
	Section 4 of the ERA Powered® Office Addendum	Transfers are limited to an existing franchisee meeting the ERA Powered® requirements.
	Section 15 of the TOU	You may not assign the TOU.
n. Our right of first refusal to acquire your business	Section 15.8 of the Franchise Agreement	We have the right to match any offer for the purchase of your business; we have the right to substitute cash for any payment method set out in the offer and we have 120 days from option exercise date to complete transaction. Our credit is deemed equal to that of the buyer.

THE FRANCHISE RELATIONSHIP		
Provision	Section in Franchise or Other Agreement	Summary
o. Our option to purchase your business	None	Not applicable.
p. Your death or disability	Sections 16.2.3.3 and 16.2.5 of the Franchise Agreement; Section 1 of the Location Addendum; Section 1 of the Term Extension Addendum	We have the right to terminate the Franchise Agreement if the estate does not seek our approval for transfer of the Franchise within 180 days after your death or incapacity in accordance with the Franchise Agreement. If a majority owner dies or becomes disabled, you may elect to terminate the Franchise Agreement if certain conditions are satisfied.
q. Non-competition covenants during the term of the franchise	Sections 20.1 and 20.3 of the Franchise Agreement	No involvement in any other real estate brokerage or Real Estate Related Excluded Business (as defined in Section 4.2 of the Franchise Agreement) without our prior written consent; and no ownership interest or receipt of compensation from any business that provides supplies or services to other franchisees or our Related Parties and their respective franchisees without our prior written consent.
r. Non-competition covenants <u>after</u> the franchise is terminated or expires	None.	Not applicable.
s. Modification of the agreement	Section 18 of the Franchise Agreement;	Modifications must be in writing and signed by you and our authorized officer. However, we have the right to unilaterally modify the P&P Manual.
t. Integration/merger clause	Section 22.15 of the Franchise Agreement	Only terms of Franchise Agreement, Exhibits, Addenda, and all agreements signed in connection with it are binding (subject to state law). Any representations or promises made outside the disclosure document and Franchise Agreement, Exhibits, Addenda, and all agreements signed in connection with it may not be enforceable. Our integration/merger clause does not disclaim the representation in this disclosure document.
u. Dispute resolution by arbitration or mediation	None	Not applicable.
v. Choice of forum	Section 22.7 of the Franchise Agreement; Section 16B of the TOU	Subject to state law, non-exclusive personal jurisdiction and venue in Morris County, New Jersey or U.S. District Court in New Jersey
w. Choice of law	Section 22.6 of the Franchise Agreement; Section 16B of the TOU	Subject to state law, New Jersey law applies (except New Jersey Franchise Practices Act does not apply to offices located outside of New Jersey)

ITEM 18. PUBLIC FIGURES

We do not use any public figure to promote the sale of Franchises.

ITEM 19. FINANCIAL PERFORMANCE REPRESENTATIONS

The FTC's Franchise Rule permits a franchisor to provide information about the actual or potential financial performance of its franchised and/or franchisor-owned outlets, if there is a reasonable basis for the information, and if the information is included in the disclosure document. Financial performance information that differs from that included in Item 19 may be given only if: (1) a franchisor provides the actual records of an existing outlet you are considering buying; or (2) a franchisor supplements the information provided in this Item 19, for example, by providing information about possible performance at a particular location or under particular circumstances.

We do not make any representations about a franchisee's future financial performance or the past financial performance of company-owned or franchised outlets. We also do not authorize our employees or representatives to make any such representations either orally or in writing. If you are purchasing an existing outlet, however, we may provide you with the actual records of that outlet. If you receive any other financial performance information or projections of your future income, you should report it to the franchisor's management by contacting Lee Ann Roughton, 175 Park Avenue, Madison, New Jersey 07940, (973) 407-2000, the Federal Trade Commission, and the appropriate state regulatory agencies.

ITEM 20. OUTLETS AND FRANCHISEE INFORMATION

**SYSTEMWIDE OUTLET SUMMARY
FOR YEARS 2019 TO 2021 [1][2][3]
(Table 1)**

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
Franchised	2019	509	482	(27)
	2020	482	468	(14)
	2021	468	472	4
Company Owned	2019	0	0	0
	2020	0	0	0
	2021	0	0	0
Total Outlets	2019	509	482	(27)
	2020	482	468	(14)
	2021	468	472	4

**TRANSFERS OF OUTLETS FROM FRANCHISEES TO NEW OWNERS
(OTHER THAN THE FRANCHISOR)
FOR YEARS 2019 TO 2021 [1][2]
(Table 2)**

State	Year	Number of Transfers
Connecticut	2019	0
	2020	0
	2021	2
Florida	2019	0
	2020	0
	2021	2
Massachusetts	2019	0
	2020	0
	2021	1
Michigan	2019	0
	2020	1
	2021	0
New York	2019	1
	2020	0
	2021	0
North Carolina	2019	4
	2020	1
	2021	0
Ohio	2019	0
	2020	1
	2021	0
Utah	2019	0
	2020	0
	2021	2
Total Outlets	2019	5
	2020	3
	2021	7

**STATUS OF FRANCHISED OUTLETS
FOR YEARS 2019 TO 2021 [1][2]
(Table 3)**

State	Year	Outlets at Start of Year	Outlets Opened	Terminations	Non- Renewals	Reacquired by Franchisor	Ceased Operations- Other Reasons	Outlets at End of the Year
Alabama	2019	14	0	0	0	0	0	14
	2020	14	1	0	0	0	0	15
	2021	15	4	0	0	0	0	10
Arizona	2019	9	2	0	0	0	0	11
	2020	11	0	0	0	0	1	10
	2021	10	1	0	0	0	0	11
Arkansas	2019	3	0	0	0	0	1	2
	2020	2	1	0	0	0	0	3
	2021	3	0	0	0	0	0	3
California	2019	22	1	1	0	0	2	20
	2020	20	0	0	0	0	2	18
	2021	18	4	0	0	0	1	21
Colorado	2019	6	0	0	0	0	1	5
	2020	5	0	0	0	0	0	5
	2021	5	0	0	0	0	1	4
Connecticut	2019	4	1	0	0	0	1	4
	2020	4	2	0	0	0	0	6
	2021	6	0	0	0	0	0	6
Delaware	2019	3	0	0	0	0	2	1
	2020	1	0	0	0	0	0	1
	2021	1	0	0	0	0	0	1
Florida	2019	39	14	0	1	0	0	52
	2020	52	0	0	1	0	3	48
	2021	48	5	1	0	0	1	51
Georgia	2019	21	0	0	0	0	0	21
	2020	21	0	0	1	0	1	19
	2021	19	2	0	0	0	0	21
Idaho	2019	3	0	0	0	0	0	3
	2020	3	0	0	0	0	0	3
	2021	3	0	0	0	0	0	3
Illinois	2019	2	0	0	0	0	0	2
	2020	2	1	0	0	0	0	2
	2021	3	0	1	0	0	0	2

State	Year	Outlets at Start of Year	Outlets Opened	Terminations	Non-Renewals	Reacquired by Franchisor	Ceased Operations-Other Reasons	Outlets at End of the Year
Indiana	2019	13	2	0	0	0	1	14
	2020	13	0	0	0	0	1	13
	2021	13	0	0	0	0	1	12
Iowa	2019	1	0	0	0	0	1	0
	2020	0	0	0	0	0	0	0
	2021	0	0	0	0	0	0	0
Kansas	2019	3	0	0	0	0	0	3
	2020	3	0	0	0	0	0	3
	2021	3	0	0	0	0	0	3
Kentucky	2019	9	1	0	0	0	2	8
	2020	8	0	0	0	0	0	8
	2021	8	0	0	1	0	1	6
Louisiana	2019	29	0	0	0	0	27	2
	2020	2	0	0	0	0	0	2
	2021	2	1	0	0	0	0	3
Maine	2019	3	0	0	0	0	0	3
	2020	3	0	0	0	0	0	3
	2021	3	0	0	0	0	0	3
Maryland	2019	3	0	0	0	0	0	3
	2020	3	0	0	0	0	0	3
	2021	3	1	0	0	0	0	4
Massachusetts	2019	23	0	0	0	0	2	21
	2020	21	0	0	0	0	1	20
	2021	20	1	0	0	0	1	20
Michigan	2019	9	2	0	0	0	1	10
	2020	10	3	0	0	0	1	12
	2021	12	0	0	0	0	0	12
Minnesota	2019	3	0	0	0	0	0	3
	2020	3	0	0	0	0	0	3
	2021	3	0	0	0	0	1	2
Mississippi	2019	6	0	0	0	0	3	3
	2020	3	0	0	0	0	3	3
	2021	3	0	0	0	0	0	3
Missouri	2019	1	0	0	0	0	0	1
	2020	1	0	0	0	0	0	1
	2021	1	0	0	0	0	0	1

State	Year	Outlets at Start of Year	Outlets Opened	Terminations	Non-Renewals	Reacquired by Franchisor	Ceased Operations-Other Reasons	Outlets at End of the Year
Montana	2019	13	0	0	0	0	0	13
	2020	13	0	0	0	0	0	13
	2021	13	0	0	0	0	1	12
Nebraska	2019	1	0	0	0	0	0	1
	2020	1	0	0	0	0	0	1
	2021	1	0	0	0	0	0	1
Nevada	2019	4	0	0	0	0	0	4
	2020	4	0	0	0	0	0	4
	2021	4	0	0	0	0	0	4
New Jersey	2019	24	0	0	1	0	1	22
	2020	22	0	0	0	0	0	22
	2021	22	1	0	0	0	2	21
New Mexico	2019	4	0	0	0	0	0	4
	2020	4	0	0	0	0	0	4
	2021	4	0	0	0	0	0	4
New York	2019	56	0	0	0	0	3	53
	2020	53	0	0	0	0	1	52
	2021	52	0	0	0	0	2	50
North Carolina	2019	23	1	0	0	0	3	21
	2020	21	1	0	0	0	0	22
	2021	22	0	0	0	0	2	20
North Dakota	2019	1	0	0	0	0	0	1
	2020	1	0	0	0	0	0	1
	2021	1	0	0	0	0	0	1
Ohio	2019	18	1	0	0	0	0	19
	2020	19	1	0	0	0	0	20
	2021	20	1	0	0	0	2	19
Oklahoma	2019	2	0	0	0	0	0	2
	2020	2	0	0	0	0	0	2
	2021	2	0	0	0	0	0	2
Oregon	2019	3	0	0	0	0	0	3
	2020	3	0	0	0	0	0	3
	2021	3	0	0	0	0	0	3
Pennsylvania	2019	18	1	0	0	0	0	19
	2020	19	0	0	0	0	4	15
	2021	15	1	0	1	0	0	15

State	Year	Outlets at Start of Year	Outlets Opened	Terminations	Non- Renewals	Reacquired by Franchisor	Ceased Operations- Other Reasons	Outlets at End of the Year
South Carolina	2019	19	0	0	1	0	0	18
	2020	18	0	0	0	0	1	17
	2021	17	0	0	0	0	1	16
Tennessee	2019	14	0	0	0	0	0	14
	2020	14	0	0	1	0	1	12
	2021	12	0	0	0	0	1	11
Texas	2019	36	2	0	2	0	7	29
	2020	29	0	0	2	0	0	27
	2021	27	3	2	0	0	0	28
Utah	2019	11	1	0	0	0	0	12
	2020	12	0	0	0	0	0	12
	2021	12	0	0	0	0	0	12
Vermont	2019	1	0	0	0	0	0	1
	2020	1	0	0	0	0	0	1
	2021	1	0	0	0	0	0	1
Virginia	2019	17	0	0	2	0	0	15
	2020	15	0	1	0	0	1	13
	2021	13	0	0	0	0	0	13
Washington	2019	3	2	0	0	0	0	5
	2020	5	1	0	0	0	0	6
	2021	6	4	0	0	0	2	8
West Virginia	2019	4	0	0	0	0	0	4
	2020	4	0	0	0	0	0	4
	2021	4	0	0	0	0	0	
Wisconsin	2019	3	8	0	0	0	0	11
	2020	11	0	0	1	0	0	10
	2021	10	1	0	0	0	0	11
Wyoming	2019	5	0	0	0	0	0	5
	2020	5	0	0	0	0	0	5
	2021	5	0	0	0	0	0	5
Totals	2019	509	39	1	7	0	58	482
	2020	482	11	1	6	0	18	468
	2021	468	30	4	2	0	20	472

**STATUS OF COMPANY-OWNED OUTLETS
FOR YEARS 2019 TO 2021 [1][3][5]
(Table 4)**

State	Year	Outlets at Start of the Year	Outlets Opened	Outlets Reacquired from Franchisee	Outlets Closed [4]	Outlets Sold to Franchisee	Outlets at End of the Year
Total	2019	0	0	0	0	0	0
	2020	0	0	0	0	0	0
	2021	0	0	0	0	0	0

**PROJECTED OPENINGS AS OF DECEMBER 31, 2021 [4][5][6]
(Table 5)**

State	Franchise Agreements Signed But Outlet Not Open	Projected New Franchised Outlets In the Next Fiscal Year	Projected New Company-Owned Outlets In the Next Fiscal Year
Alabama	1	1	0
Alaska	0	1	0
Arizona	0	1	0
California	0	3	0
Connecticut	0	1	0
Florida	3	4	0
Georgia	1	0	0
Idaho	0	1	0
Illinois	0	2	0
Indiana	0	1	0
Iowa	0	1	0
Kansas	0	1	0
Louisiana	1	1	0
Maryland	0	1	0
Mississippi	0	1	0
New York	0	1	0
Ohio	0	1	0
Oregon	0	1	0
South Carolina	1	0	0
Tennessee	1	0	0
Texas	0	2	0
Virginia	0	1	0
Washington	0	2	0

West Virginia	0	1	0
Wisconsin	0	1	0
Totals	8	30	0

Notes to Item 20 tables above:

- [1] All numbers are as of December 31 for each year and include all Offices operated under the System.
- [2] The franchised outlets listed in Tables 1, 2 and 3 are ERA® offices operated by unaffiliated third parties under Franchise Agreements with us.
- [3] We have not owned or operated any ERA® offices or other real estate brokerage offices during the past three fiscal years. RBG has previously owned and operated ERA® offices, but none have been owned or operated by RBG during the past three fiscal years. RBG has owned and operated the following other real estate brokerage offices during the past three fiscal years: Coldwell Banker®, Coldwell Banker Commercial®, Sotheby's International Realty®, ZipRealty® and Climb Real Estate® brokerage offices, and NRT NY has owned and operated real estate brokerage offices doing business as Corcoran®, Corcoran Sunshine® and Citi HabitatsSM. It is these other real estate brokerage offices owned and operated by RBG and NRT NY that are listed as company-owned real estate brokerage offices in Tables 4.A to 4.H in Exhibit K.
- [4] We do not intend on opening any company-owned ERA® offices or any other real estate brokerage offices in the next fiscal year. However, RBG projects that it will open 1 new company-owned Coldwell Banker® office in the next fiscal year in the State of Nevada and 4 new Sotheby's International Realty® offices in the State of California in the next fiscal year. NRT NY projects that it will open 2 new offices in the State of Florida in the next fiscal year.
- [5] The projected openings for 2021 represent estimates only and should not be relied upon in any manner.

Exhibit G contains a list of ERA® franchisees as of December 31, 2021, along with the address and telephone number of their offices. Exhibit I contains a separate list of names and addresses of ERA® franchisees whose franchise was not yet in operation as of December 31, 2021. Exhibit H contains a list which includes the name, city and state, and the last known telephone number (or other contact information) of every ERA® franchisee who had a franchise terminated, canceled, not renewed, or otherwise voluntarily or involuntarily ceased to do business under the Franchise Agreement during 2021, or who has not communicated with us within 10 weeks of the date of this disclosure document. If you buy this franchise, your contact information may be disclosed to other buyers when you leave the franchise system. During the last three years, some of our franchisees have signed confidentiality clauses. In some instances, current and former franchisees sign provisions restricting their ability to speak openly about their experience with the ERA® franchise system. You may wish to speak with current and former franchisees, but be aware that not all such franchisees will be able to communicate with you.

As of the issuance date of this disclosure document, there were no trademark-specific franchise associations required to be disclosed in this Item.

ITEM 21. FINANCIAL STATEMENTS

Exhibit F includes the consolidated financial statements of our parent companies Realogy Holdings Corp. and Realogy Group LLC as follows:

Audited Consolidated Financial Statements

- Consolidated Statements of Operations for the years ended December 31, 2021, 2020 and 2019;
- Consolidated Statements of Comprehensive (Loss) Income for the years ended December 31, 2021, 2020 and 2019;
- Consolidated Balance Sheets as of December 31, 2021 and 2020;
- Consolidated Statements of Cash Flows for the years ended December 31, 2021, 2020 and 2019;
- Consolidated Statements of Equity for the years ended December 31, 2021, 2020 and 2019; and
- Notes to Consolidated Financial Statements

Separate stand-alone financial statements of us (ERA Franchise Systems LLC) are not included in this disclosure document. Should we fail to fulfill our obligations to our franchisees, however, Realogy Holdings Corp and Realogy Group LLC, absolutely and unconditionally guarantee to fulfill those obligations. Copies of the Guarantees of Performance are included in Exhibit F. We file state specific guarantees of performance with the appropriate agencies in the states where our licenses are registered to be offered and sold.

ITEM 22. CONTRACTS

The following Agreements are included in this disclosure document for your review:

- | | |
|--|-------------|
| 1. Real Estate Franchise Agreement including Guaranty of Payment and Performance, Security Agreement and State Addenda | Exhibit C |
| 2. ERA Real Estate Powered® Office Addendum | Exhibit C-1 |
| 3. Location Addendum to Franchise Agreement | Exhibit C-2 |
| 4. Term Extension Addendum to Franchise Agreement | Exhibit C-3 |
| 5. Limited Purpose Office Addendum | Exhibit C-4 |
| 6. General Release | Exhibit C-5 |
| 7. Terms of Use | Exhibit C-6 |
| 8. Conversion Promissory Note | Exhibit D-1 |
| 10. Expansion Promissory Note | Exhibit D-2 |
| 12. Security Agreement | Exhibit D-3 |
| 13. Confidentiality Agreement | Exhibit E |

ITEM. 23 RECEIPTS

Two copies of the detachable acknowledgment of receipt are attached at the end of this disclosure document. As indicated, please complete and sign, and return to us our copy of the receipt (copy for ERA Franchise Systems LLC), and sign and complete and keep for your records your copy of the receipt (copy for Prospective Franchisee).

4859-6847-0552, v. 1

EXHIBIT A

STATE SPECIFIC ADDENDA

Following this page are addenda for the states of California, Hawaii, Illinois, Maryland, Michigan, Minnesota, New York, North Dakota, Rhode Island, South Dakota, Virginia, Washington and Wisconsin.

If you or your Office is located in one of these states, please read the addendum for your state and the addendum to the Franchise Agreement that may apply to your transaction with us.

The regulatory authorities and registered agents for service of process in each state are listed in Exhibit B.

CALIFORNIA ADDENDUM

THE CALIFORNIA FRANCHISE INVESTMENT LAW REQUIRES A COPY OF ALL PROPOSED AGREEMENTS RELATING TO THE SALE OF THE FRANCHISE BE DELIVERED TOGETHER WITH THE DISCLOSURE DOCUMENT. THE FRANCHISE AGREEMENT REQUIRES APPLICATION OF THE LAWS OF THE STATE OF NEW JERSEY. THIS PROVISION MAY NOT BE ENFORCEABLE UNDER CALIFORNIA LAW.

OUR WEBSITE HAS NOT BEEN REVIEWED OR APPROVED BY THE CALIFORNIA DEPARTMENT OF FINANCIAL PROTECTION AND INNOVATION, ANY COMPLAINTS CONCERNING THE CONTENT OF THIS WEBSITE MAY BE DIRECTED TO THE CALIFORNIA DEPARTMENT OF FINANCIAL PROTECTION AND INNOVATION AT www.dfpi.ca.gov.

The following provisions supersede the Disclosure Document and apply to all franchises offered and sold in the State of California.

1. California Business and Professions Code Sections 20000 through 20043 provide rights to you concerning termination, transfer or non-renewal of a franchise. If the Franchise Agreement contains a provision that is inconsistent with the law, the law will control.
2. Neither we, any person or franchise broker in Item 2 of the Disclosure Document is subject to any currently effective order of any national securities association or national securities exchange, as defined in the Securities Exchange Act of 1934, 15 U.S.C.A. 78a et seq., suspending or expelling these persons from membership in this association or exchange.
3. SECTION 31125 OF THE FRANCHISE INVESTMENT LAW REQUIRES US TO GIVE TO YOU A DISCLOSURE DOCUMENT IN A FORM CONTAINING THE INFORMATION THAT THE COMMISSIONER MAY BY RULE OR ORDER REQUIRE, BEFORE A SOLICITATION OF A PROPOSED MATERIAL MODIFICATION OF AN EXISTING FRANCHISE.
4. The Franchise Agreement provides for termination upon bankruptcy. This provision may not be enforceable under federal bankruptcy law (11 U.S.C.A. Sec. 101 et seq.).
5. The Franchise Agreement requires application of the laws of New Jersey. This provision may not be enforceable under California law.
6. The Franchise Agreement contains a covenant not to compete which extends beyond termination of the franchise. This provision may not be enforceable under California law.
7. The agreements contain a liquidated damages clause. Under California Civil Code Section 1671, certain liquidated damages clauses are unenforceable.
8. The highest interest rate allowed by law in California is 10% annually.
9. The Franchise Agreement requires you to execute a general release of claims upon renewal or transfer of the Franchise Agreement. California Corporations Code Section 31512 provides that any condition, stipulation or provision purporting to bind any person acquiring any franchise to waive

compliance with any provision of that law or any rule or order thereunder is void. Section 31512 voids a waiver of your rights under the Franchise Investment Law (California Corporations Code Section 31000-31516). California Corporations Code Section 20010 voids a waiver of your rights under the Franchise Relations Act (Business and Professions Code Sections 20000 – 20043).

10. The Franchise Agreement contains a waiver of punitive damages and jury trial provisions. These waivers may not be enforceable under California law.

11. California requires you to maintain an active license to provide escrow services, mortgage services, appraisal services and insurance services. If you do not maintain a license for any of these services, you will not be able to provide the service under California law.

**ADDENDUM TO THE DISCLOSURE DOCUMENT PURSUANT TO
THE HAWAII FRANCHISE INVESTMENT LAW**

THESE FRANCHISES HAVE BEEN FILED UNDER THE FRANCHISE INVESTMENT LAW OF THE STATE OF HAWAII. FILING DOES NOT CONSTITUTE APPROVAL, RECOMMENDATION OR ENDORSEMENT BY THE DIRECTOR OF THE DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS OR A FINDING BY THE DIRECTOR OF THE DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS THAT THE INFORMATION PROVIDED HEREIN IS TRUE, COMPLETE AND NOT MISLEADING.

THE FRANCHISE INVESTMENT LAW MAKES IT UNLAWFUL TO OFFER OR SELL ANY FRANCHISE IN THIS STATE WITHOUT FIRST PROVIDING TO THE PROSPECTIVE FRANCHISEE OR SUBFRANCHISOR, AT LEAST SEVEN (7) DAYS PRIOR TO THE EXECUTION BY THE PROSPECTIVE FRANCHISEE, OF ANY BINDING FRANCHISE OR OTHER AGREEMENT, OR AT LEAST SEVEN (7) DAYS PRIOR TO THE PAYMENT OF ANY CONSIDERATION BY THE FRANCHISEE OR SUBFRANCHISOR, WHICHEVER OCCURS FIRST, A COPY OF THE DISCLOSURE DOCUMENT, TOGETHER WITH A COPY OF ALL PROPOSED AGREEMENTS RELATING TO THE SALE OF THE FRANCHISE.

THIS DISCLOSURE DOCUMENT CONTAINS A SUMMARY ONLY OF CERTAIN MATERIAL PROVISIONS OF THE FRANCHISE AGREEMENT. THE CONTRACT OR AGREEMENT SHOULD BE REFERRED TO FOR A STATEMENT OF ALL RIGHTS, CONDITIONS, RESTRICTIONS AND OBLIGATIONS OF BOTH THE FRANCHISOR AND THE FRANCHISEE.

1. A. This registration is on file or will shortly be on file in the States of Hawaii, Michigan, Minnesota, South Dakota, Washington and Wisconsin.
- B. Franchisor is automatically exempt, or has filed for exemptions in the States of California, Illinois, Indiana, Maryland, New York, North Dakota, Rhode Island and Virginia.
- C. No states have refused, by order or otherwise, to register these franchises.
- D. No states have revoked or suspended the right to offer these franchises.
- E. The proposed registration of these franchises has not been withdrawn in any state.
2. No release language set forth in the Franchise Agreement shall relieve us or any other person, directly or indirectly, from liability imposed by the laws concerning franchising in the State of Hawaii.

**ADDENDUM TO THE DISCLOSURE DOCUMENT PURSUANT TO THE
ILLINOIS FRANCHISE DISCLOSURE ACT**

The following provisions supersede the Disclosure Document and apply to all franchises offered and sold in the State of Illinois:

The following statements are added to Item 17:

Illinois law governs the Franchise Agreement.

Section 4 of the Illinois Franchise Disclosure Act provides that any provision in a franchise agreement that designates jurisdiction or venue outside the State of Illinois is void. However, a franchise agreement may provide for arbitration outside of Illinois.

Section 41 of the Illinois Franchise Disclosure Act provides that any condition, stipulation or provision purporting to bind any person acquiring any franchise to waive compliance with the Illinois Franchise Disclosure Act or any other law of Illinois is void.

Franchisor offers financing agreements with specific terms and conditions and strict penalties if franchisee fails to adhere to the terms. Illinois consumers are urged to seek professional legal advice before entering into such an agreement.

Your rights upon termination and non-renewal of a franchise agreement are set forth in sections 19 and 20 of the Illinois Franchise Disclosure Act.

The provision in the Franchise Agreement which terminates the franchise upon the bankruptcy of the Franchisee may not be enforceable under Title 11, United States Code, Section 101.

**ADDENDUM TO THE DISCLOSURE DOCUMENT UNDER THE
MARYLAND FRANCHISE REGISTRATION AND DISCLOSURE LAW**

The following provisions supersede the Disclosure Document and apply to all licenses or franchises offered and sold in the State of Maryland:

1. Regardless of any provision in the Disclosure Document to the contrary, a franchisee may bring a lawsuit in Maryland against us for claims arising under the Maryland Franchise Registration and Disclosure Law.
2. Item 17 of the Disclosure Document states that the Franchise Agreement will automatically terminate upon the bankruptcy of franchisee. This provision may not be enforceable under current Federal bankruptcy law (11U.S.C. Section 101 et seq.).
3. Items 17c and 17m of the Disclosure Document are revised to provide that we cannot, as a condition to renewal or consent to assignment, require you to release any claims under the Maryland Franchise Registration and Disclosure Law.
4. Regardless of any provision in Item 17 of the Disclosure Document to the contrary, any claims arising under the Maryland Franchise Registration and Disclosure Law must be brought within 3 years after the grant of the franchise.

**ADDENDUM TO THE DISCLOSURE DOCUMENT PURSUANT TO
THE MINNESOTA FRANCHISE INVESTMENT LAW**

The following provisions supersede the Disclosure Document and apply to all franchises offered and sold in the State of Minnesota: Individually and Personally:

1. Minnesota law provides franchisees with certain termination and non-renewal rights. Minnesota Statutes, Section 80C.14, Subdivisions 3, 4 and 5 require, except in certain specified cases, that the franchisee be given 90 days' notice of termination (with 60 days to cure) and 180 days' notice for non-renewal of the Franchise Agreement.
2. We are prohibited from requiring you to assent to a release, assignment, novation or waiver that would relieve any person from liability imposed by Minnesota Statutes, Sections 80C.01 to 80C.22, provided that the foregoing shall not bar the voluntary settlement of disputes.
3. A franchisee cannot consent to the franchisor obtaining injunctive relief. The franchisor may seek injunctive relief. A court will determine if a bond is required.
4. Any condition, stipulation or provision, including any choice of law provision, purporting to bind any person who, at the time of acquiring a franchise is a resident of the State of Minnesota or in the case of a partnership or corporation, organized or incorporated under the laws of the State of Minnesota, or purporting to bind a person acquiring any franchise to be operated in the State of Minnesota to waive compliance or which has the effect of waiving compliance with any provision of the Minnesota Franchise Law is void.
5. The following language is added to the end of Item 13:

Notwithstanding the above, the Minnesota Department of Commerce requires that we indemnify Minnesota franchisees against liability to third parties resulting from claims by third parties that the franchisee's use of our trademark infringes trademark rights of the third party. We do not indemnify against the consequences of a franchisee's use of our trademark except if used in accordance with the requirements of the franchise agreement, and, as a condition to indemnification, a franchisee must provide notice to us of any such claim within ten (10) days and tender the defense of the claim to us. If we accept the tender of defense, we have the right to manage the defense of the claim including the right to compromise, settle or otherwise resolve the claim, and to determine whether to appeal a final determination of the claim. No action may be commenced pursuant to Minnesota Statutes, Section 18C.17, for more than three years after the cause of action accrues.

6. The following language will be incorporated in any Franchise Agreement issued in the State of Minnesota:

Minnesota Statutes, Section 80C.21 and Minn. Rule 2860.4400J prohibit the franchisor from requiring litigation to be conducted outside of Minnesota, requiring waiver of a jury trial, or requiring the franchisee to consent to liquidated damages, termination penalties or judgment notes.

In addition, nothing in the Franchise Disclosure Document or agreement(s) can abrogate or reduce any of franchisee's rights as provided for in the Minnesota Statutes, Chapter 80C, or franchisee's rights to any procedure, forum, or remedies provided for by the laws of the

jurisdiction. Those provisions also provide that no condition, stipulation or provision in the Franchise Agreement will in any way abrogate or reduce any of your rights under the Minnesota Franchises Law, including, if applicable, the right to submit matters to the jurisdiction of the courts of Minnesota.

**ADDENDUM TO THE DISCLOSURE DOCUMENT PURSUANT TO
ARTICLE 33 OF THE NEW YORK GENERAL BUSINESS LAW**

The following provisions supersede the Disclosure Document and apply to all licenses or franchises offered and sold in the State of New York:

1. The following paragraphs are added to the cover page of the Franchise Disclosure Document:

INFORMATION COMPARING FRANCHISORS IS AVAILABLE. CALL THE STATE ADMINISTRATORS LISTED IN EXHIBIT B OR YOUR PUBLIC LIBRARY FOR SERVICES OR INFORMATION. REGISTRATION OF THIS FRANCHISE BY NEW YORK STATE DOES NOT MEAN THAT NEW YORK STATE RECOMMENDS IT OR HAS VERIFIED THE INFORMATION IN THIS FRANCHISE DISCLOSURE DOCUMENT. IF YOU LEARN THAT ANYTHING IN THIS FRANCHISE DISCLOSURE DOCUMENT IS UNTRUE, CONTACT THE FEDERAL TRADE COMMISSION AND THE APPROPRIATE STATE OF PROVINCIAL AUTHORITY. THE FRANCHISOR MAY, IF IT CHOOSES, NEGOTIATE WITH YOU ABOUT ITEMS COVERED IN THE FRANCHISE DISCLOSURE DOCUMENT. HOWEVER, THE FRANCHISOR CANNOT USE THE NEGOTIATING PROCESS TO PREVAIL UPON A PROSPECTIVE FRANCHISEE TO ACCEPT TERMS WHICH ARE LESS FAVORABLE THAN THOSE SET FORTH IN THIS FRANCHISE DISCLOSURE DOCUMENT.

GENERAL BUSINESS LAW, ARTICLE 33 OF THE STATE OF NEW YORK MAKES IT UNLAWFUL TO OFFER OR SELL ANY FRANCHISE IN THIS STATE WHICH IS SUBJECT TO REGISTRATION WITHOUT FIRST PROVIDING TO THE PROSPECTIVE FRANCHISEE A COPY OF THE OFFERING PROSPECTUS, TOGETHER WITH A COPY OF ALL PROPOSED AGREEMENTS RELATING TO THE SALE OF THE FRANCHISE AT THE EARLIER OF (a) THE FIRST PERSONAL MEETING BETWEEN THE FRANCHISOR OR ITS AGENT AND THE PROSPECTIVE FRANCHISEE, (b) AT LEAST TEN BUSINESS DAYS PRIOR TO THE EXECUTION OF A BINDING FRANCHISE OR OTHER AGREEMENT OR (c) AT LEAST TEN BUSINESS DAYS PRIOR TO THE RECEIPT OF ANY CONSIDERATION IN CONNECTION WITH THE SALE OR PROPOSED SALE OF A FRANCHISE.

2. The following is to be added at the end of Item 3:

Except as provided above, with regard to the franchisor, its predecessor, a person identified in Item 2, or an affiliate offering franchises under the franchisor's principal trademark:

A. No such party has an administrative, criminal or civil action pending against that person alleging: a felony, a violation of a franchise, antitrust, or securities law, fraud, embezzlement, fraudulent conversion, misappropriation of property, unfair or deceptive practices, or comparable civil or misdemeanor allegations.

B. No such party has pending actions, other than routine litigation incidental to the business, which are significant in the context of the number of franchisees and the size, nature or financial condition of the franchise system or its business operations.

C. No such party has been convicted of a felony or pleaded nolo contendere to a felony charge, or within the 10-year period immediately preceding the application for registration, has been convicted of or pleaded nolo contendere to a misdemeanor charge or has been the subject of a civil action alleging: violation of a franchise, antifraud, or securities law; fraud; embezzlement; fraudulent conversion or misappropriation of property; or unfair or deceptive practices or comparable allegations.

D. No such party is subject to a currently effective injunctive or restrictive order or decree relating to the franchise, or under a Federal, State or Canadian franchise, securities, antitrust, trade regulation or trade practice law, resulting from a concluded or pending action or proceeding brought by a public agency; or is subject to any currently effective order of any national securities association or national securities exchange, as defined in the Securities and Exchange Act of 1934, suspending or expelling such person from membership in such association or exchange; or is subject to a currently effective injunctive or restrictive order relating to any other business activity as a result of an action brought by a public agency or department, including, without limitation, actions affecting a license as a real estate broker or sales agent.

3. Item 5 is amended by adding the following new paragraph at the end of the Item:

The Initial Fee or Renewal Fee is not used for any specific purpose.

4. The following language is added to the end of Item 11:

Notwithstanding the above, no change to the Manual will be made which would impose an unreasonable economic burden on you, unreasonably increase your obligations, or alter your status or rights under the Franchise Agreement.

5. The following is added to the end of the “Summary” sections of Item 17(c), titled **“Requirements for franchisee to renew or extend,”** and Item 17(m), entitled **“Conditions for franchisor approval of transfer”**:

However, to the extent required by applicable law, all rights you enjoy and any causes of action arising in your favor from the provisions of Article 33 of the General Business Law of the State of New York and the regulations issued thereunder shall remain in force; it being the intent of this proviso that the non-waiver provisions of General Business Law Sections 687(4) and 687(5) be satisfied.

6. The following language replaces the “Summary” section of Item 17(d), titled **“Termination by franchisee”**:

You may terminate the agreement on any grounds available by law.

7. The following is added to the end of the “Summary” sections of Item 17(v), titled **“Choice of forum,”** and Item 17(w), titled **“Choice of law”**:

The foregoing choice of law should not be considered a waiver of any right conferred upon the franchisor or upon the franchisee by Article 33 of the General Business Law of the State of New York.

ADDENDUM TO THE DISCLOSURE DOCUMENT PURSUANT TO THE NORTH DAKOTA FRANCHISE DISCLOSURE ACT

The following provisions supersede the Disclosure Document and apply to all franchises offered and sold in the State of North Dakota:

1. The North Dakota Securities Commissioner has determined that it is unfair, unjust, or inequitable under the North Dakota Franchise Investment Law for the franchisor to require the franchisee to consent to the jurisdiction of courts located outside of North Dakota or to arbitration or mediation at a site that is remote from the site of the franchisee's business. Therefore, any references in Item 17(v) of the Disclosure Document and any requirement in Section 19 of the Franchise Agreement that the franchisee consents to the jurisdiction of courts located outside of North Dakota or to arbitration or mediation at a site located outside of North Dakota are deleted.
2. The North Dakota Securities Commissioner has determined that it is unfair and unequitable under the North Dakota Franchise Investment Law for the franchisor to require the franchisee to sign a general release upon renewal of the Franchise Agreement. Therefore, the requirement that the franchisee signs a release upon renewal of the Franchise Agreement is deleted from Item 17c. and from any other place it appears in the Disclosure Document or in the Franchise Agreement.
3. The North Dakota addendum to the Franchise Agreement has been amended to provide that franchisees are not required to consent to a waiver of the right to a class action. This provision has also been added to the North Dakota addendum to the Disclosure Document.
4. Any references in the Disclosure Document and in the Franchise Agreement to any requirement to consent to a waiver of trial by jury are deleted.
5. Any references in the Disclosure Document and in the Franchise Agreement and to any requirement to consent to a waiver of exemplary and punitive damages are deleted.
6. Item 17r. is revised to provide that covenants not to compete, such as those mentioned in Item 17r. of the Disclosure Document are generally considered unenforceable in the state of North Dakota.
7. Any claims arising under the North Dakota franchise law will be governed by the laws of the State of North Dakota.
8. The prevailing party in any enforcement action is entitled to recover all costs and expenses, including attorneys' fees.
9. Any references in the Disclosure Document and in the Franchise Agreement requiring franchisee to consent to termination penalties or liquidated damages are deleted.

**ADDENDUM TO THE DISCLOSURE DOCUMENT PURSUANT TO THE
RHODE ISLAND FRANCHISE INVESTMENT ACT**

The following provision supersedes the Disclosure Document and applies to all franchises offered and sold in the State of Rhode Island:

Section 19-28.1-14 of the Rhode Island Franchise Investment Act provides that:

“A provision in a franchise agreement restricting jurisdiction or venue to a forum outside this state or requiring the application of the laws of another state is void with respect to a claim otherwise enforceable under this Act.”

**ADDENDUM TO THE DISCLOSURE DOCUMENT PURSUANT TO
SOUTH DAKOTA CODIFIED LAWS
(Franchises for Brand-Name Goods and Services)**

The following provisions supersede the Disclosure Document and apply to all franchises offered and sold in the State of South Dakota:

1. Franchise registration, employment, covenants not to compete and other matters of local concern will be governed by the laws of the State of South Dakota. As to contractual and all other matters, the Franchise Agreement will be and remain subject to the construction, enforcement and interpretation of the laws of the State of New Jersey. Any provision in the Franchise Agreement which designates jurisdiction or venue, or requires the franchisee to agree to jurisdiction or venue, in a forum outside of South Dakota, is deleted from any Franchise Agreement issued in the State of South Dakota.
2. Any provision that provides that the parties waive their right to claim punitive, exemplary, incidental, indirect, or consequential damages OR any provision that provides that parties waive their right to a jury trial may not be enforceable under South Dakota law.
3. No release language set forth in the Franchise Agreement shall relieve us or any other person, directly or indirectly, from liability imposed by the laws concerning franchising of the State of South Dakota.
4. Termination provisions covering breach of the Franchise Agreement, failure to meet performance and quality standards, and failure to make royalty payments contained in the Franchise Agreement shall afford you thirty (30) days written notice with an opportunity to cure the default before termination.
5. **REGISTRATION OF THIS FRANCHISE DOES NOT CONSTITUTE APPROVAL OR RECOMMENDATION OF THE FRANCHISE BY THE DIRECTOR.**

To the extent this Addendum is inconsistent with any terms or conditions of the Franchise Agreement or exhibits or attachments thereto, or the Disclosure Document, the terms of this Addendum shall govern.

**ADDENDUM TO THE DISCLOSURE DOCUMENT PURSUANT TO
THE VIRGINIA RETAIL FRANCHISING ACT**

The following provision supersedes the Disclosure Document and applies to all franchises offered and sold in Virginia or if you are a resident of Virginia:

Pursuant to Section 13.1-564 of the Virginia Retail Franchising Act, it is unlawful for a franchisor to cancel a franchise without reasonable cause. If any ground for default or termination stated in the franchise agreement does not constitute “reasonable cause,” as that term may be defined in the Virginia Retail Franchising Act or the laws of Virginia, that provision may not be enforceable.

ADDENDUM TO THE DISCLOSURE DOCUMENT PURSUANT TO THE WASHINGTON FRANCHISE INVESTMENT LAW

The following provisions supersede the Disclosure Document and apply to all franchises offered and sold in the State of Washington:

1. RCW 19.100.180 may supersede the Franchise Agreement in your relationship with the franchisor including the areas of termination and renewal of your franchise. There may also be court decisions which may supersede the Franchise Agreement in your relationship with the franchisor including the areas of termination and renewal of your franchise.
2. In any arbitration or mediation involving a franchise purchased in Washington, the arbitration or mediation site will be either in the State of Washington, or in a place mutually agreed upon at the time of the arbitration or mediation, or as determined by the arbitrator or mediator at the time of arbitration or mediation. In addition, if litigation is not precluded by the franchise agreement, a franchisee may bring an action or proceeding arising out of or in connection with the sale of franchises, or a violation of the Washington Franchise Investment Protection Act, in Washington
3. In the event of a conflict of laws, the provisions of the Washington Franchise Investment Protection Act, Chapter 19.100 RCW shall prevail.
4. A release or waiver of rights executed by a franchisee may not include rights under the Washington Franchise Investment Protection Act or any rule or order thereunder except when executed pursuant to a negotiated settlement after the agreement is in effect and where the parties are represented by independent counsel. Provisions such as those which unreasonably restrict or limit the statute of limitations period for claims under the Act, rights or remedies under the Act such as a right to a jury trial may not be enforceable.
5. Transfer fees are collectable to the extent that they reflect the franchisor's reasonable estimated or actual costs in effecting a transfer.
6. The State of Washington has a statute, RCW 49.62.020, that makes a noncompetition covenant void and unenforceable against an employee, including an employee of a franchisee, unless the employee's earnings from the party seeking enforcement, when annualized, exceed \$100,000 per year (an amount that will be adjusted annually for inflation). In addition, a noncompetition covenant is void and unenforceable against an independent contractor of a franchisee under RCW 49.62.030 unless the independent contractor's earnings from the party seeking enforcement, when annualized, exceed \$250,000 per year (an amount that will be adjusted annually for inflation). As a result, any provisions contained in the franchise agreement or elsewhere that conflict with these limitations are void and unenforceable in Washington.
7. The State of Washington has a statute, RCW 49.62.060, which prohibits a franchisor from restricting, restraining, or prohibiting a franchisee from (i) soliciting or hiring any employees of a franchisee of the same franchisor, or (ii) soliciting or hiring any employee of the franchisor. As a result, any such provisions contained in the franchise agreement or elsewhere are void and unenforceable in Washington.

**ADDENDUM TO THE DISCLOSURE DOCUMENT PURSUANT TO
THE WISCONSIN FRANCHISE INVESTMENT LAW**

The following provisions supersede the Disclosure Document and apply to all franchises offered and sold in the State of Wisconsin:

1. The Wisconsin Fair Dealership Act, Wisconsin Statutes, Chapter 135 (the “Act”), shall apply to and govern the provisions of the Franchise Agreement.
2. The Act’s requirement, including that in certain circumstances a franchisee receive ninety (90) days’ notice of termination, cancellation, non-renewal or substantial change in competitive circumstances, and sixty (60) days to remedy claimed deficiencies, shall supersede the any provisions of the Franchise Agreement to the extent they may be inconsistent with the Act’s requirements.

EXHIBIT B

EXHIBIT B

FEDERAL AND STATE REGULATORY AUTHORITIES

CALIFORNIA

Commissioner of Financial Protection and Innovation
California Department of Financial Protection and Innovation
320 West 4th Street
Suite 750
Los Angeles, CA 90013-2344
(866) 275-2677

HAWAII

Commissioner of Securities
Department of Commerce and Consumer Affairs
Business Registration Division
King Kalakaua Building
335 Merchant Street, Room 205
Honolulu, Hawaii 96813
(808) 586-2744

ILLINOIS

Illinois Attorney General
500 South Second Street
Springfield, Illinois 62706
(217) 782-4465

INDIANA

Indiana Securities Commissioner
Securities Division
302 West Washington Street
Room E111
Indianapolis, Indiana 46204
(317) 232-6681

MARYLAND

Office of Attorney General
Division of Securities
200 Saint Paul Place
Baltimore, Maryland 21202-2020
(410) 576-7786

MICHIGAN

Michigan Department of Attorney General
Consumer Protection Division
G. Mennen Williams Building, 1st Floor
525 West Ottawa Street
Lansing, Michigan 48933
(517) 373-7117

MINNESOTA

Commissioner of Securities
Minnesota Department of Commerce
85 7th Place East, Suite 280
St. Paul, Minnesota 55101
(651) 539-1600

NEW YORK

Office of the New York State Attorney General
Investor Protection Bureau, Franchise Section
28 Liberty Street, 21st Floor
New York, New York 10005
(212) 416-8236

NORTH DAKOTA

Securities Commissioner
North Dakota Securities Department
600 East Boulevard Avenue
State Capitol, Fifth Floor, Dept. 414
Bismarck, North Dakota 58505-0510
(701) 328-4712

RHODE ISLAND

Director, Department of Business Regulation
Securities Division
1511 Pontiac Avenue
John O. Pastore Complex – Building 68-2
Cranston, Rhode Island 02920
(401) 222-3048

SOUTH DAKOTA

Department of Labor and Regulation
Division of Insurance-Securities Regulation
124 S. Euclid Avenue, Suite 104
Pierre, SD 57501
(605) 773-3563

UTAH

Division of Consumer Protection
Utah Department of Commerce
Heber M. Wells Building
160 East 300 South
SM Box 146701
Salt Lake City, UT 84114-6704
(801) 530-6601

VIRGINIA

State Corporation Commission
Division of Securities and Retail Franchising
1300 East Main Street, 9th Floor
Richmond, Virginia 23219
(804) 371-9051

WASHINGTON

Department of Financial Institutions
Securities Division
150 Israel Road SW
Tumwater, Washington 98501
(360) 902-8760

WISCONSIN

Commissioner of Securities
Department of Financial Institutions
Division of Securities
4822 Madison Yards Way, North Tower
Madison, WI 53705
(608) 266-2801

FEDERAL TRADE COMMISSION

Division of Marketing Practices
Bureau of Consumer Protection
Pennsylvania Avenue at 6th Street, NW
Washington, D.C. 20580
(202) 326-3128

EXHIBIT B

REGISTERED AGENTS FOR SERVICE OF PROCESS

Alabama
Agent: Address: Corporate Creations Network Inc.
400 Eagle Point Corporate Drive
Birmingham, AL 35242

Alaska
Agent: Address: Corporate Creations Network Inc.
3085 Mountainwood Circle
Juneau, AK 99801

Arizona
Agent: Address: Corporate Creations Network Inc.
3260 N. Hayden Road #210
Scottsdale, AZ 85251

Arkansas
Agent: Address: Corporate Creations Network Inc.
609 SW 8th Street #600
Bentonville, AR 72712

California
Agent: Address: Corporate Creations Network Inc.
4640 Admiralty Way, 5th Floor

Marina del Rey, CA 90292

AND

Commissioner of Financial Protection and Innovation
Department of Financial Protection and Innovation
320 West 4th Street
Suite 750
Los Angeles, CA 90013

Colorado
Agent: Address: Corporate Creations Network Inc.
155 E. Boardwalk #490
Fort Collins, CO 80525

Connecticut
Agent: Address: Corporate Creations Network Inc.
6 Landmark Square, 4th Floor
Stamford, CT 06901

Delaware
Agent: Address: Corporate Creations Network Inc.
3411 Silverside Road Tatnall Building #104

	Wilmington, DE 19810
District of Columbia Agent: Address:	Corporate Creations Network Inc. 1629 K Street, NW, #300 Washington, DC 20006
Florida Agent: Address:	Corporate Creations Network Inc. 801 US Highway 1 North Palm Beach, FL 33408
Georgia Agent: Address:	Corporate Creations Network Inc. 2985 Gordy Parkway, 1 st Floor Marietta, GA 30066
Hawaii Agent: Address:	Corporate Creations Network Inc. 1136 Union Mall #301 Honolulu, HI 96813 AND Commissioner of Securities Department of Commerce and Consumer Affairs Business Registration Division King Kalakaua Building 335 Merchant Street, Room 205 Honolulu, HI 96813
Idaho Agent: Address:	Corporate Creations Network Inc. 950 W. Bannock Street #1100 Boise, ID 83702
Illinois Agent: Address:	Corporate Creations Network Inc. 350 S. Northwest Highway # 300 Park Ridge, IL 60068 AND Illinois Attorney General 500 South Second Street Springfield, IL 62706
Indiana Agent: Address:	Corporate Creations Network Inc. 8520 Allison Pointe Blvd #220 Indianapolis, IN 46250 AND Indiana Secretary of State 200 West Washington Street, Room 201 Indianapolis, IN 46204

Iowa	Corporate Creations Network Inc.
Agent: Address:	3106 Ingersoll Avenue Des Moines, IA 50312
Kansas	Corporate Creations Network Inc.
Agent: Address:	4601 East Douglas Avenue #700 Wichita, KS 67218
Kentucky	Corporate Creations Network Inc.
Agent: Address:	101 North Seventh Street Louisville, KY 40202
Louisiana	Corporate Creations Network Inc.
Agent: Address:	1070-B West Causeway Approach Mandeville, LA 70471
Maine	Corporate Creations Network Inc.
Agent: Address:	254 Commercial St. #245 Merrills Wharf Portland, ME 04101
Maryland	Corporate Creations Network Inc.
Agent: Address:	2 Wisconsin Circle #700 Chevy Chase, MD 20815 AND Maryland Securities Commissioner 200 St. Paul Place Baltimore, MD 21202-2020
Massachusetts	Corporate Creations Network Inc.
Agent: Address:	225 Cedar Hill Street #200 Marlborough, MA 01752
Michigan	Corporate Creations Network Inc.
Agent: Address:	28175 Haggerty Road Novi, MI 48377
Minnesota	Corporate Creations Network Inc.
Agent: Address:	5200 Willson Road #150 Edina, MN 55424

AND

Commissioner of Securities
Minnesota Department of Commerce
85 7th Place East, Suite 280
St. Paul, MN 55101

Mississippi
Agent: Address: Corporate Creations Network Inc.
232 Market Street #1600
Flowood, MS 39232

Missouri
Agent: Address: Corporate Creations Network Inc.
12747 Olive Boulevard #300
St. Louis, MO 63141

Montana
Agent: Address: Corporate Creations Network Inc.
1925 Grand Avenue #127
Billings, MT 59102

Nebraska
Agent: Address: Corporate Creations Network Inc.
5000 Central Park Drive #204
Lincoln, NE 68504

Nevada
Agent: Address: Corporate Creations Network Inc.
8275 South Eastern Avenue #200
Las Vegas, NV 89123

New Hampshire
Agent: Address: Corporate Creations Network Inc.
3 Executive Park Drive #201A
Bedford, NH 03110

New Jersey
Agent: Address: Corporate Creations Network Inc.
181 New Road #304
Parsippany, NJ 07054

New Mexico
Agent: Address: Corporate Creations Network Inc.
400 N. Pennsylvania Avenue #600
Roswell, NM 88201

New York
Agent: Address: Corporate Creations Network Inc.
600 Mamaroneck Avenue #400
Harrison, NY 10528

AND

New York Department of State
1 Commerce Plaza
99 Washington Ave., 6th Floor

Albany, NY 12231

North Carolina
Agent: Address:

Corporate Creations Network Inc.
15720 Brixham Hill Avenue #300
Charlotte, NC 28277

North Dakota
Agent: Address:

Corporate Creations Network Inc.
1709 North 19th Street #3
Bismarck, ND 58501
AND
Securities Commissioner
North Dakota Securities Department
600 East Boulevard Avenue
State Capitol, Fifth Floor, Dept. 414
Bismarck, North Dakota 58505

Ohio
Agent: Address:

Corporate Creations Network Inc.
119 E. Court Street
Cincinnati, OH 45202

Oklahoma
Agent: Address:

Corporate Creations Network Inc.
601 South Boulder #600
Tulsa, OK 74119

Oregon
Agent: Address:

Corporate Creations Network Inc.
5708 SE 136th Avenue #2Portland, OR 97236

Pennsylvania
Agent: Address:

Corporate Creations Network Inc.
1001 State Street #1400
Erie, PA 16501

Rhode Island
Agent: Address:

Corporate Creations Network Inc.
10 Dorrance Street #700
Providence, RI 02903

South Carolina
Agent: Address:

Corporate Creations Network Inc.
6650 Rivers Avenue
North Charleston, SC 29406

South Dakota
Agent: Address:

Corporate Creations Network Inc.
101 South Reid Street #307
Sioux Falls, SD 57103
AND
Department of Labor and Regulation
Division of Insurance-Securities Regulation
124 S. Euclid, Suite 104

Pierre, SD 57501

Tennessee	Corporate Creations Network Inc.
Agent: Address:	205 Powell Place Brentwood, TN 37027
Texas	Corporate Creations Network Inc.
Agent: Address:	5444 Westheimer #1000 Houston, TX 77056
Utah	Corporate Creations Network Inc.
Agent: Address:	2825 East Cottonwood Parkway #500 Salt Lake City, UT 84121
Vermont	Corporate Creations Network Inc.
Agent: Address:	145 Pine Haven Shores Road #2296 Shelburne, VT 05482
Virginia	Corporate Creations Network Inc.
Agent: Address:	425 West Washington Street #4 Suffolk, VA 23434 AND Clerk of the State Corporation Commission 1300 East Main Street, 1 st Floor Richmond, VA 23219-3630
Washington	Corporate Creations Network Inc.
Agent: Address:	707 W. Main Avenue #B1 Spokane, WA 99201 AND Department of Financial Institutions Securities Division 150 Israel Road SW Tumwater, WA 98501
West Virginia	Corporate Creations Network Inc.
Agent: Address:	126 East Burke Street Martinsburg, WV 25401
Wisconsin	Corporate Creations Network Inc.
Agent: Address:	4650 W. Spencer Street Appleton, WI 54914
Wyoming	Corporate Creations Network Inc.
Agent: Address:	5830 E. 2 nd Street Casper, WY 82609

EXHIBIT C



**ERA FRANCHISE SYSTEMS LLC
REAL ESTATE FRANCHISE AGREEMENT**



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Office I.D. No.

**ERA FRANCHISE SYSTEMS LLC
REAL ESTATE FRANCHISE AGREEMENT**

1.0 PARTIES AND TERM:

- 1.1 Franchisor.** The words “Franchisor,” “we,” or “us” mean:
ERA Franchise Systems LLC, a Delaware limited liability company, its successors and assigns.

By: _____ Date: _____
Name: _____ (the “Effective Date”)
Title: Authorized Person

- 1.2 Franchisee.** The words “Franchisee,” or “you” mean:

(State of Organization: _____)

By: _____ Date: _____
Print Name: _____
Print Title: Authorized Person

EACH PERSON SIGNING THIS AGREEMENT REPRESENTS AND WARRANTS THAT HE OR SHE IS AUTHORIZED TO BIND THE RESPECTIVE PARTY TO THIS AGREEMENT. THIS AGREEMENT IS NOT BINDING OR ENFORCEABLE UNTIL WE SIGN IT.

- 1.3 Owners.** The word “Owner(s)” means a sole proprietor or each Person who has a direct or indirect equity ownership interest in Franchisee (if Franchisee is an entity).

- 1.3.1** Exhibit A accurately reflects ownership interests in Franchisee, including all Owners and their ownership shares.

- 1.3.2** If any Owner is an entity, information about the Persons owning the entity and their ownership interests appears in Exhibit A.

- 1.4 Guaranty.** All Owners (and as applicable, their members, shareholders, partners and spouses) will sign the Guaranty of Payment and Performance attached as Exhibit B.

- 1.5 Term of Agreement.** The “Term” starts on the Opening Date and expires ten (10) years after the Opening Date (the “Expiration Date”). Subject to our approval, you may be granted the right to open additional Offices following the Effective Date in accordance with Sections 5.4 and 5.5. This Agreement will govern the operation of all Office(s).



1.6 Initial Franchise Fee:

1.6.1 The initial franchise fee for the first ERA office you open is \$25,000.

1.6.2 The initial franchise fee for additional Branch Offices is \$5,000 per office. We may increase this fee for any Branch Offices you open after the Effective Date, consistent with the fee charged for Branch Offices in our then-current Disclosure Document. The initial franchise fee for any Limited Purpose Office will vary.

1.6.3 YOU WILL PAY THE INITIAL FRANCHISE FEE WHEN YOU SIGN THIS AGREEMENT OR ANY ADDENDUM FOR A FUTURE OFFICE, AS APPLICABLE. THE INITIAL FRANCHISE FEE IS NOT REFUNDABLE; IT IS FULLY EARNED ON THE DATE WE SIGN THIS AGREEMENT OR AN ADDENDUM, AS APPLICABLE.

1.7 Opening Date. You will begin operating the Business at the Main Office and any other Offices listed on Exhibit D using the System on _____, 20____ (the "Opening Date"). You will pay fees due under this Agreement for all closings that occur on and after the Opening Date. If you operate any Office using the Marks before the Opening Date, in addition to our other remedies, you must pay all fees under in this Agreement from the date you begin operating the Office(s) using the Marks.

1.8 Security Agreement. You will sign the Security Agreement attached as Exhibit F.

2.0 FRANCHISEE INFORMATION:

2.1 Business Name. You must operate the Business solely under the trade name "ERA _____," ("Trade Name") and must use no other name in connection with any advertising or operation of the Business. Any display of the Marks or use of the System must comply with the P&P Manual. We have the right to review and require changes to any display of your Trade Name or our Marks.

2.1.1 You must file and maintain a "Fictitious Name Certificate" or comparable filing with the jurisdiction, county or state where your Office is located as required by law. Before opening an Office, you will provide us evidence that you comply with laws for the use of fictitious or assumed names. You may not change your legal entity or Trade Name without our written consent.

2.1.2 You must use your Trade Name and the Marks exclusively for the purpose of promoting and operating the Business, and for such other lawful business activities as we may authorize in writing, but we are not required to authorize any additional business activities.

2.2 Legal Entity. If you are an entity, you represent that you were duly formed and are in good standing under applicable laws. You will not include "ERA" in your legal name.

2.3 Responsible Broker. You will not operate without a Responsible Broker, who must have a license in good standing within the state(s) where you operate. You will notify us in writing if you change your Responsible Broker.

2.4 Notice Address. All notices required under this Agreement must be in writing at the addresses below and will be deemed given: (i) if personally delivered on the date delivered, (ii) if sent in the United States mail, by certified mail, postage prepaid, three (3) business days after it is sent (iii) if delivered by courier or express delivery service, two (2) business days after it is sent, or (iv) if sent electronically, on the



date delivered to the authorized email address. You may change your notice address by giving written notice under this Section.

2.4.1 Notices to you will be sent to the Main Office address and/or to your primary email address listed in our electronic reporting system. Electronic delivery of notices will not include notices sent under Section 16 of this Agreement, unless you request electronic delivery in writing.

2.4.2 Unless otherwise provided in the P&P Manual, notices to us will be sent to:

ERA Franchise Systems LLC
Attention: Vice President, Franchise Operations
175 Park Avenue
Madison, New Jersey 07940
eralegalnotice@era.com

2.5 We may communicate with you, either by telephone or electronic means, about various matters including communications that might otherwise be prohibited by “do not call/text,” “do not fax” or similar laws. You consent to these communications, including automated calls, ringless voicemail or prerecorded messages, without the need for any additional consent.

3.0 INTERPRETATION:

Definitions. Certain capitalized terms used in this Agreement are defined in Exhibit C, the Glossary of Terms (which is incorporated into this Agreement).

4.0 GRANT OF LICENSE:

4.1 License. We grant you a nonexclusive license to use the Marks and the System for the Business. You will comply with this Agreement and the P&P Manual in your operation of the Business.

4.2 Excluded Businesses. If you or a Related Party intends to operate a real estate related or non-real estate related business (as defined below) other than the Business (as defined in Exhibit C) after the Effective Date, it shall be deemed an excluded business (individually and collectively an “Excluded Business”), and the following will apply.

4.2.1 Real Estate Related Businesses. You must obtain our prior written consent for any real estate related business, including, but not limited to, title, mortgage, escrow, real estate investment, real estate development, lead management, real estate software or technology related businesses, or other personal investment interests in real estate related companies, other than the Business (the “Real Estate Related Excluded Business”), you or a Related Party intends to operate. If we consent in writing to your operation of the Real Estate Related Excluded Business, you may operate the Real Estate Related Excluded Business, and no fees will be payable on the Real Estate Related Excluded Business’s revenue, if you satisfy the following conditions:

(i) You do not use or mention, directly or indirectly, our Marks or System in connection with the Excluded Business.



(ii) You conduct the Excluded Business independently of your Business and our System, and you do not act in any way that could reasonably cause confusion among the public about whether the Excluded Business is operated under our Marks or System.

(iii) You do not use the Trade Name or any name similar to the Trade Name for the Excluded Business. You operate the Excluded Business using separate signage, URL addresses, telephone and facsimile numbers, and different stationery, business cards, and related documents for the Excluded Business.

(iv) You maintain separate books and records for the Excluded Business.

(v) You do not create or publish any cooperative advertising for the Excluded Business and your Office(s). You do not mention our Marks, System or your Office(s) and/or any relationship between the Excluded Business and your Office(s) in any advertising or promotional materials.

(vi) If you operate the Excluded Business from the Business's location, you take all steps necessary to avoid confusing the public about whether the Excluded Business is operated under the Marks, which steps include segregation of personnel, and workspaces and installation of separate interior and exterior signage for the Excluded Business. On your Business website, you will not promote or identify any Excluded Business (except through a hyperlink to a separate URL with a disclaimer that states the Excluded Business is unrelated to the Marks or the System). Similarly, on the Excluded Business website, you (or your Related Parties) will not promote the Business (other than through a hyperlink to a separate URL). We may impose other reasonable requirements on you to advise consumers that the operations and website of the Excluded Business are not related to us or our System.

4.2.2 We have the right to audit or review the Excluded Business's financial records if we have a reasonable belief you are diverting revenues qualifying as Gross Revenue to the Excluded Business or are otherwise in violation of this Section. Notwithstanding the terms of this Section, all revenue, commissions, and referral fees the Excluded Business pays or transfers to you will be considered Gross Revenue and subject to fees under this Agreement.

4.2.3 If any Excluded Business is conducted using the Marks or System or does not meet any conditions we may impose in Section 4.2.1 or as reasonably required in the P&P Manual, in addition to any other rights and remedies, revenue received from such products or services will be considered Gross Revenue and subject to fees under this Agreement.

4.2.4 Non-Real Estate Related Businesses. If you or a Related Party intends to operate a non-real estate related business ("Non-Real Estate Related Business"), our consent is not required; however, a list of such Non-Real Estate Related Businesses shall be provided to us for identification of such businesses. All requirements regarding separation of the businesses and non-usage of the Marks described in Section 4.2.1(i) – (vi) and Section 4.2.3 above will apply to all businesses, operated by you or a Related Party. Our right to audit or review financial records described in Section 4.2.2 does not apply to Non-Real Estate Related Businesses unless we have reason to believe you or a Related Party are operating the Non-Real Estate Related Business in violation of this Agreement.

4.3 Program Expansion and Modification. We may modify existing programs and introduce new programs. We reserve the right to offer, add to, qualify, or eliminate programs as we deem necessary in the best interests of the System.



4.4 Participation in Programs. We may condition participation in our programs on compliance with this Agreement and certain other requirements as described in the P&P Manual.

4.5 Identification and Use of Marks.

4.5.1 The Marks, System and other products and items we deliver to you (collectively, the “System Components”) are our exclusive property, and your right to use them is contingent on your full and timely performance under this Agreement. You will be responsible for the proper use of the System Components and compliance with this Agreement, including use by your Related Parties, independent agents and employees. You acquire no rights in the System Components, except for your right to use them under this Agreement. You will not directly or indirectly contest our sole and exclusive rights in the System Components. You will not claim any interest in the System Components contrary to this Section or at any time dispute the validity of the Marks and/or the System. You will not adopt, use, or seek to register any names, marks, insignias, colors, trade dress, or symbols that are confusingly similar to the Marks. You will notify us promptly if you learn about any unauthorized or improper use of the Marks, if anyone challenges your right to use them, and assist us and our attorneys in any legal action regarding the System Components, but you will not be required to incur any unreasonable costs in connection with your cooperation.

4.5.2 We reserve the right to approve your use of the Marks, except for your use of any advertising templates that we may approve and update on a periodic basis. We may determine if you are meeting the Standards for the Marks’ usage and you will promptly correct any deficiencies. All use of the Marks and the System inures to our benefit. At our sole option, we or our Related Parties will obtain and maintain the Marks’ registrations and exercise rights against unauthorized use of the Marks. You will use the Marks only in connection with the Business.

4.5.3 All advertising and promotions shall: (i) be presented in a professional and dignified manner; (ii) be completely accurate and truthful; (iii) conform to all applicable laws and regulations relating to consumer advertising; and (iv) give notice that your Business is an independently owned and operated franchise.

4.6 Office Appearance. We may require reasonable changes or upgrades to the Office(s). You must maintain all Office facilities, equipment, office sign(s), yard signs, stationery goods, and all other items in first-class condition and in compliance with the P&P Manual.

4.7 Office Sign. You will install one (1) or more internally lighted exterior signs displaying your Trade Name. Your sign(s) must conform to the P&P Manual and **MUST BE APPROVED BY US IN WRITING, IN ADVANCE, AS TO ARTWORK, LETTERING, COLOR SCHEME, SIZE, AND OVERALL APPEARANCE.** You must obtain our prior written approval for any exception to Office sign requirements due to local ordinances or other reasons for any Office.

4.8 Yard Signs. You will purchase or lease from our Approved Suppliers or other vendors an adequate quantity of yard signs displaying your Trade Name and any other information required by law and complying with the mandatory standards in the P&P Manual and Identity Standards Manual. Upon request, you will provide either color photographs of the signs or a copy of the order for the signs.

4.9 Business Hours. You will continuously conduct the Business at the Office(s), which must be open during regular business hours at least five (5) days per week.



4.10 Disclaimer. You will place a conspicuous notice on or near the entrance(s) of the Office(s) that clearly states “EACH OFFICE IS INDEPENDENTLY OWNED AND OPERATED,” or any modification of this statement as we may require in the P&P Manual (the “Disclaimer”). You must include the Disclaimer on all signage, business cards, stationery, promotional and advertising materials, website and internet communications, real estate documents, and all other materials you use.

4.11 Confidentiality. You will not disclose and will treat as confidential all of the Confidential Information you have now or in the future. You will not, directly or indirectly, engage or aid in the misappropriation, disclosure or distribution of any Confidential Information. You will use System Components solely in connection with the Business and will not direct or permit their reproduction without our prior written consent. You will require all of your management personnel, brokers and independent agents to treat Confidential Information as confidential.

4.12 Internet and Domain Name. You may use the internet to market your Business as set forth in the Standards. You, your employees, brokers, independent agents and representatives will not use, license or register any domain name or URL (or other Internet identification) that uses a Mark or a mark, image or words confusingly similar to the Marks or any abbreviation, acronym, or phonetic or visual variation of a Mark without our prior written consent. At our request, you will promptly assign or redirect (or cause to be assigned or redirected to us) any domain name, URL, or other identification that violates this Agreement or the P&P Manual at your expense and without compensation from us. Any consent you may have received from us for the use and/or registration of a domain name will be automatically withdrawn upon expiration, or termination for any reason, of this Agreement, and any such domain names registered by you shall be promptly transferred to us without any compensation from us. Any domains registered by you without our prior consent, that contain any of our Marks, or portions thereof, or that are confusingly similar to any of our Marks, shall be promptly transferred to us upon request and without any compensation from us.

5.0 OFFICE LOCATIONS:

5.1 Office. You will conduct the Business only from the Office(s) identified in Exhibit D, or any other Office authorized in a writing signed by you and us. You will not operate any other business or engage in any other activity at or from the Office(s), except in compliance with this Agreement.

5.2 Relocation of Office. You cannot relocate an Office (or announce the relocation of an Office) without our prior written consent. You must request our consent for any proposed relocation through the procedures described in the P&P Manual.

5.3 No Exclusivity. The ERA franchise granted by this Agreement is non-exclusive and covers only the Office(s) described in Exhibit D and any other Offices added under a Location Addendum or a Limited Purpose Office Addendum executed after the Effective Date. This Agreement does not grant you any market, territorial rights, or protected area. This Agreement does not grant you any right to purchase additional franchises, or grant any right or priority for the location of additional franchises. We and our Related Parties retain all rights and discretion with respect to the Marks, the System and other real estate offices, including the rights to:

5.3.1 Operate and grant others the right to operate ERA offices identified at locations within or outside the area where you operate, on such terms as we deem appropriate;



5.3.2 Sell products or services under the Marks, or under any other trademarks, service marks or trade dress, through other channels of distribution; and

5.3.3 Operate and grant others the right to operate real estate offices identified by trademarks, service marks or trade dress other than the Marks, at locations within or outside the area where you operate, and on terms as we or our Related Parties deems appropriate.

5.4 Future Offices. If you seek to operate the Business from an additional Branch Office or a Limited Purpose Office (collectively referred to herein as a “Future Office”) after the Effective Date, we must approve such Future Office in a Location Addendum or Limited Purpose Office Addendum, as applicable, in the form and with such terms and conditions in effect at that time, signed by you and us. We have the right to accept or reject your application for any Future Office.

5.5 Limited Purpose Offices. We may establish and modify requirements for “Limited Purpose Offices” (e.g., seasonal offices, satellite offices, administrative offices or temporary tract offices). Conditions and restrictions for opening, operating and closing Limited Purpose Offices, including signage, services and fees, will be described in the P&P Manual or in a Limited Purpose Office Addendum.

6.0 SERVICES AND OBLIGATIONS TO FRANCHISEE:

6.1 Our Obligations. After the Effective Date, we will provide the services described in this section.

6.1.1 Orientation. The “Orientation” is our program to introduce the System to the Responsible Broker and other staff. The Orientation will be held at times and places as we designate.

6.1.1.1 If the Office(s) covered by this Agreement are your first offices in the System, we will provide the registration fee, reasonable lodging (limited to one (1) double room), continental breakfast, and lunch for two (2) persons (for one (1) person if this is for your second or subsequent Office) from your organization in a location we designate. You and your Responsible Broker or another agreed upon individual (“Designee”) will attend the first Orientation offered after the Opening Date at which space is available and pay all transportation and personal expenses to attend. If you fail to attend the first Orientation offered after the Opening Date, you must pay the registration fee and all other expenses. Failure to attend the first Orientation offered is a material breach of this Agreement.

6.1.1.2 You must pay all costs incurred by the Responsible Broker or Designee in attending Orientation if you acquired the Office through a transfer.

6.1.1.3 Any new Responsible Broker must attend the first available Orientation after he or she becomes your Responsible Broker. You will pay all costs for the new Responsible Broker’s attendance at the Orientation.

6.1.1.4 The failure of your Responsible Broker or Designee to attend the Orientation is a material breach of this Agreement.

6.1.2 Optional Education Courses. We may make available to you optional learning and other programs, courses, seminars or conferences at times and places and for fees as we designate. You must pay all course fees, travel and living expenses to attend optional courses.



6.1.3 Continuing Assistance. We will provide you with guidance on marketing and compliance with the System in the P&P Manual, bulletins and other written materials, consultations by telephone or in person at our facilities or an Office, or by other means of communication. We may, at your request, provide special assistance for which you will be required to pay fees and expenses as we then charge. Any guidance or special assistance we provide is not intended to exercise and does not constitute, control over your day-to-day operation of the Business

6.1.4 Optional Programs. We have the right to develop, implement, modify and/or discontinue optional programs to enhance the System.

6.2 Fuel ERA Conference. You or your representative will attend and encourage your independent agents and employees to attend our Fuel ERA Conference (the “Conference”). You must pay at least one (1) registration fee for the Conference, whether or not you or your representative attends. We have the right to bill you at any time before the Conference for one (1) full-price registration fee, if we have received no registration from your Office at the time of billing.

6.3 Services and Products. We and our Related Parties have the right, but not the obligation, to introduce and make available real estate related services and products, including, but not limited to, those related to mortgage origination, escrow, property management, insurance, home warranties, software, technology, and communications systems for a fee. For the sake of clarity, we have no obligation to introduce or make any new services or products available.

6.3.1 Optional Services and Products. We will give you written notice that a service or product is available for your use. If you voluntarily elect to use an optional service or product, you will pay us, our Related Party or any Approved Supplier any fees and costs associated with such service or product.

6.3.2 Essential Services and Products. If we advise you through written notice that a service or product is an essential element of the System, as we may determine, and accordingly must be utilized, you will, at your sole expense: (i) obtain all necessary equipment, technology, services or products that we advise you are necessary to use the essential service or product; and (ii) begin using such essential service or product within ninety (90) days after your receipt of the written notice.

6.4 No Implied Duties. This Section 6 describes our express obligations to you. We assume no implied duties to you under this Agreement. This Section 6.4 does not disclaim the representations of the Disclosure Document.

7.0 FRANCHISE ROYALTIES:

7.1 Royalty Fee.

7.1.1 Except as described in Section 7.1.3, you will pay us a continuing fee equal to 6% of your Gross Revenue during the Term (the “Royalty Fee”). For each real estate transaction that occurs on or after the Opening Date, you must report the transaction and pay a Royalty Fee by ePay (or other method we designate) on the date of settlement (closing). Royalty Fees are also due for all transactions and sales contracts entered into before the Expiration Date or the date this Agreement is terminated.



- 7.1.2** Royalty Fee and Brand Marketing Contributions (as defined in Section 8 below) shall not be due on any “Pending Transactions.” Pending Transactions are those that are evidenced by a binding agreement between the parties and have been submitted to escrow for closing prior to the Opening Date.
- 7.1.3 Personal Transactions.** In addition to Royalty Fees due on all third-party transactions, you will pay a Royalty Fee on personal real estate transactions involving you, your Owners and your Related Parties (“Personal Transactions”) (whether or not a commission was paid on the transaction), except that we will waive Royalty Fees on three (3) Personal Transactions per calendar year if you did not (a) collect a commission or fee on the Personal Transaction, and (b) submit documentation that we may require to confirm eligibility for the waiver. Except as may be set forth in the P&P Manual, for any other transactions on which you did not charge a commission you will pay a Royalty Fee based on your regularly charged brokerage commission or fee.
- 7.1.4** You are not required to pay Royalty Fees on revenues received as a result of Property Management Services and Broker Price Opinions. However, if more than 25% of your total annual Gross Revenue is derived from these services, you must pay Royalty Fees on all Gross Revenue attributable to these services. We may require you to submit a periodic report of your gross revenue derived from Property Management Services and Broker Price Opinions.
- 7.1.5** Each month, you must pay us the greater of the Royalty Fee due or \$886 per Office (the “Minimum Monthly Royalty Fee”). If, at any time, your monthly Royalty Fees do not exceed the Minimum Monthly Royalty Fee, you must pay by the 10th day of the following calendar month the lesser of (i) the Minimum Monthly Royalty Fee; or (ii) the Minimum Monthly Royalty Fee less the Royalty Fee already paid. The Minimum Monthly Royalty Fee may be adjusted annually as described in Section 12.
- 7.1.6** We reserve the right to charge a Minimum Annual Royalty Fee for new Branch Offices opened in certain markets, which fee will vary based upon the market and specific circumstances. Such fee will be payable by January 10th of the following calendar year, but only if your Royalty Fee payments for the calendar year are less than the Minimum Annual Royalty Fee.
- 7.2 Volume Incentive Plan.** “Volume Incentive Plan Award” or “VIP Award” means a cash award we provide to you based on your achievement of certain levels of Gross Revenue and compliance with the operational criteria described in this Agreement and the P&P Manual (See **Exhibit E**). Each calendar year in which you operate the Business under the Marks for which your Gross Revenue is measured for VIP Award purposes is referred to as a “Calculation Year.”
- 7.2.1** We may establish reasonable conditions to our obligation to pay VIP Award, including, without limitation, the following:
- 7.2.1.1** You, your Owners and Related Parties must be current with respect to all financial obligations owed to us and must be in full compliance with this Agreement, the P&P Manual, and all other agreements with us and our Related Parties;
- 7.2.1.2** If during any calendar quarter we send you a default notice and you fail to cure the default before the end of the quarter, all of your Gross Revenue for that quarter may be excluded from the calculation of your VIP for that year, even though you later cure the default. In addition, if you are in



default on the day the VIP is paid, the VIP payment will be canceled. Furthermore, if you remain in default as of December 31st of the calendar year in which VIP is paid, then the VIP will be forfeited; and

7.2.1.3 You must achieve minimum levels of participation and performance in our various sponsored programs during the Calculation Year; and

7.2.1.4 You must have at least fifteen (15) months left before the Expiration Date.

7.2.2 The “Award Date” will be April 15th of the year following the Calculation Year for the VIP Award. On or before the Award Date, we will pay you a VIP Award for the Calculation Year in accordance with the VIP Award table in Exhibit E (subject to the terms of this Section 7.2).

7.2.3 Additional conditions for the VIP Award and all adjustments to the VIP Award will be described in the P&P Manual. We may annually increase or decrease the percentages and/or dollar amounts the VIP Award table, provided that such adjustments may not exceed 20% of the percentages and/or dollar amounts then in effect.

7.2.4 We have the right to pay in advance of the Award Date any or all of the VIP Award for any Calculation Year. You must pay us any unearned portion of the advanced VIP Award immediately upon our request.

7.2.5 For purposes of this Section, Gross Revenue includes annual Gross Revenues for all Offices operating under the System with identical equity ownership as you; provided that only one (1) VIP Award will be payable for all Offices.

7.3 Continuing Obligation. You will pay us the full amount of Royalty Fees when due regardless of our obligations or payments of the VIP Award.

8.0 BRAND MARKETING FUND:

8.1 Brand Marketing Fund Contribution. You will pay us each month during the Term by ePay (or other method we designate) a Brand Marketing Fund (“BMF”) contribution equal to a percentage of Gross Revenue according to the following schedule:

Gross Revenue (reported and paid on a calendar year basis)	Percentage Payable as a BMF Contribution
Up to \$4,000,000	1.5%
More than \$4,000,000	0.5%

You must pay the BMF contribution for each month within twenty (20) days after being invoiced. To be eligible for the .5% BMF contribution rate above, you must have reported and paid Royalty Fees and BMF contributions on all Gross Revenue. All Gross Revenue on which Royalty Fees and BMF contributions are not paid within thirty (30) days of accrual shall be subject to a 1.5% BMF contribution. On January 1st of each year, your Gross Revenue, for purposes of this Section will be reset and on an annualized basis, you will pay a BMF contribution of 1.5% of Gross Revenue on all Gross Revenue up to \$4,000,000 (the “BMF Threshold”) and 0.5% on all Gross Revenue over \$4,000,000 (except as otherwise stated in this Section). We reserve the right to increase the BMF Threshold each year by an amount not to exceed 5% of the BMF Threshold, as adjusted.



8.2 Use and Management of BMF.

- 8.2.1** The BMF is not held in trust and we do not manage it in a fiduciary capacity. The BMF is a contractually generated fund. We may deposit BMF contributions with our other monies, but will separately and distinctly identify and account for BMF contributions on our books and records. We use the BMF for the development, implementation, production, placement, payment and costs of national and regional (as defined by us) marketing, promotions, public relations, which includes direct mail (and email), market research, social media, customer surveys and test marketing to promote and further the recognition of the Marks, the System and franchisees generally. The BMF may also be used for other purposes such as website development, including the CRM and Consumer Platform, the Productivity Suite, online marketing, hosting and maintenance for the brand consumer website and accompanying consumer websites and blogs, the System intranet site, search engine marketing and search engine optimization, awards, customer service support, production, real estate listing enhancement costs and subsidies, listing distribution arrangements, regional and national ERA® System events and related activities, social media development and education, sponsorships, any leads management system development, maintenance and updates, lead generation, customer loyalty programs, marketing related to agent or broker productivity or other learning resources, system communications, identity standards and website compliance, brand extension development and marketing, talent attraction initiatives, resources and marketing, software development and distribution and other related activities in support of the ERA® Marks, brand and the system. The BMF compensates us or our Related Parties for out-of-pocket costs on behalf of the BMF, for marketing staff compensation and a portion of our senior management compensation, and for reasonable expenses incurred for rent, overhead, accounting, collection, reporting, technology system support, legal, human resources, finance, operations, management and other services, which we or our Related Parties provide to, or which relate to the administration of or services provided to, the BMF and its programs (collectively “Corporate Services”). We and our Related Parties may provide certain products and/or services to the BMF, including the Corporate Services outlined above, which would otherwise be provided by third parties. Any products and/or services provided by us or our Related Parties will be provided at a cost comparable to those costs that the BMF would otherwise incur if the products or services were obtained from unaffiliated third parties.
- 8.2.2** We are not required to use or allocate BMF contributions on a proportional basis with the contributions collected from any geographic area or to benefit any particular franchisee or franchisees. We are not obligated to use BMF contributions in the year we receive them. If we spend less of the BMF in any calendar year than we collect, the excess contributions will be used in future years. The BMF may borrow from us or other lenders to cover its deficits or invest any of its surplus for future use. In the event that BMF contributions made by any of our Related Parties in any calendar year exceed the required amount, such Related Parties may be reimbursed for the excess contributions from amounts later contributed to the BMF or may use the excess as credit against future contributions.
- 8.2.3** On your written request, we will provide you an annual financial statement for the BMF showing the total BMF contributions collected and disbursed for the previous year, certified to be true and correct by one of our authorized officers. We are not required to cause the BMF to be audited or reviewed by an independent certified public accounting firm. The report is typically available after April 30th of the following year, in a form provided in our sole discretion.



8.2.4 Except as provided in this Section, we assume no direct or indirect liability or obligation to you with respect to BMF's maintenance, direction or administration.

8.2.5 We will not be liable for any act or omission with respect to the BMF that is consistent with this Agreement or done in good faith.

9.0 TECHNOLOGY:

9.1 Internet Reporting System. You must use our or our Related Parties' Internet based reporting system to promptly report all listings, pending and closed transactions for which a Royalty Fee is, or may be, payable. The system consists of our proprietary software and non-proprietary operating programs that enables you to transmit required listing information, transaction information and other data. We will provide the reporting system to you without charge. You must obtain appropriate connectivity and browser software for this application as well as any platform upgrades that may be necessary. You are responsible for purchasing compatible hardware from a vendor you select.

9.2 Technology Tools. We may make available to you technology products or services provided by us, our Related Parties, or Approved Suppliers, including the reporting system set forth in Section 9.1, ("Technology Tools") as designated and for the purposes set forth in the P&P Manual. We have the right to require you to use a specific Technology Tool as we deem essential for the System as set forth in Section 6.3.2. We, our Related Parties, or Approved Suppliers may (a) charge a fee, and (b) require execution of separate legal terms for access to a Technology Tool. Technology Tools are made available on an "as is" basis, subject to applicable terms. You will use your best efforts to properly use any Technology Tool for its designated purpose and to ensure all employees and independent agents properly use such Technology Tool.

9.3 Access and Use Requirements; Equipment. You are responsible for and must provide all hardware, software, services and other components necessary to access and use the Technology Tools. The current minimum equipment standards are listed in the P&P Manual. Use of all Technology Tools, including adapting to required changes and upgrades, are solely at your expense. We make no representations, warranties, or assurances that any hardware, software, services, and other components will be compatible with any Technology Tool. We may require you to use an Approved Supplier of technology products and services to meet our standards.

9.4 Multiple Listing Services Technology. If permitted under law and/or the rules of the applicable Multiple Listing Services, at our request, you will provide us access to the Multiple Listing Services in which you are a member. You will cooperate with us and our Related Parties and promptly execute any documents we determine necessary to provide us access to the listings in the Multiple Listing Service. You acknowledge and agree that you are solely responsible for all compliance of your Multiple Listing Service data in connection with an associated Technology Tool.

9.5 Additional Products and Technology. You agree, at your sole expense, to purchase or participate in any additional programs that may require special licensing, software, other technology products or upgrades to the Technology Tools which we may deem necessary from time to time to improve the services and efficiency of operation of the System.

9.6 Technology Protection. You are solely responsible for protecting your Business from disruptions, internet access failures, internet connection failures, and attacks by hackers and other unauthorized intruders. For any technology you use in connection with the Business, you will ensure such technology has adequate



data security controls, including but not limited to: (i) authentication mechanisms designed so that they cannot be bypassed to gain unauthorized access to your system; (ii) encryption; (iii) password protection measures, such as protecting the form in which they are stored and complexity of character classes and password length; and (iv) any other security measure reasonable for our industry. You and your owners you waive any and all claims you may have against us arising from or related to the direct or indirect result of such disruptions, failures, or attacks.

10.0 MANAGEMENT AND GOODWILL:

10.1 Management. You and your Owners will actively manage and supervise the Business's operation in a competent and professional manner. Any education, support, advice or resources we provide to you in connection with the Business is solely for the purpose of protecting the Marks and goodwill associated with the System and assisting you in the operation of the Business, and not for the purpose of controlling or in any way exercising or exerting control over your decisions or the day-to-day operation of the Business.

10.2 P&P Manual. We will provide you with access to the P&P Manual on our intranet site. The P&P Manual contains various suggestions as well as certain mandatory specifications, standards and operating procedures that we have developed as part of the System. You acknowledge that the mandatory provisions of the P&P Manual are designed to protect our standards and systems, our Marks and the goodwill associated with the System, and not to control the day-to-day operation of the Business. You must comply with all mandatory provisions in the P&P Manual and ensure compliance with such mandatory provisions by your brokers, independent agents, employees, Responsible Broker and Related Parties for the protection of the ERA® brand and System.

We reserve the right to make reasonable changes in the P&P Manual that we determine are appropriate in our Reasonable Business Judgment for the continued success and development of the System and its franchisees. We may also modify the P&P Manual at any time to reflect changes in the System and will reflect those in the P&P Manual located on the intranet site. At your own expense, you must adopt on a timely basis (but no later than ninety (90) days after notice) any such modifications. If there is any conflict, discrepancy or ambiguity between the terms of this Agreement and the P&P Manual, the terms of this Agreement will control. If a dispute arises over the P&P Manual contents, the master copy that we maintain on our intranet site, will control.

10.3 Ethical Conduct, Consumer Relations and Protection of Goodwill. You must give prompt, courteous and efficient service to the public and operate the Business in compliance with the requirements set forth in the P&P Manual and professional standards to preserve and enhance the value and goodwill of the Marks and the System. You will uphold, and take reasonable steps to ensure that your brokers, independent agents and employees uphold, high standards of honesty, integrity, fair dealing and ethical conduct in dealing with the general public, customers of the Business, other franchisees, us and our Related Parties. All persons engaged in the Business must comply with the National Association of REALTORS® Code of Ethics. You hereby authorize any federal, state or local body regulating or supervising real estate practices to release to us information about complaints and disciplinary actions related to your (or your Related Parties') practices. You will notify us within five (5) business days of any such complaints or disciplinary actions. You must maintain all required permits, certificates and licenses in good standing and in compliance with applicable laws. You must operate the Business in compliance with all laws, including laws and regulations of the real estate commission or other licensing authority governing your operation. We and you acknowledge that disputes may arise between you, or your Related Parties or independent agents, and a client or other Person involved in a real estate transaction, and that it is in the best interest of all parties, when possible, to quickly



resolve disputes. You must promptly respond to all complaints received from your clients or other individuals in an attempt to resolve the dispute in a reasonable business manner. In connection with any consumer complaints that we receive from your clients regarding the Business, you will cooperate and respond to any inquiry from us and provide us with all information reasonably related to any such complaints. You will not make or publish any statement or advertisement which would reasonably be expected to demean the image, value, identity, reputation or goodwill associated with our name or the Marks or the name and Marks for our Related Parties. This covenant is independent of and will survive any termination, expiration or Transfer of the Franchise.

11.0 OTHER COSTS AND OBLIGATIONS OF FRANCHISEE:

11.1 Marketing Materials. We will make materials available for you to promote your Business and our products, services, and programs. Some materials may have associated costs or fees.

11.2 Payments and Interest. Any payments more than ten (10) days past due will bear interest at the lesser of the highest rate allowed by law or 18% per annum (1.5% per month). We will apply your payments (and, at our discretion, any amounts we (or our Related Parties) owe you or your Related Parties) to any of your past due indebtedness for Royalty Fees, BMF contributions, purchases from us or our Related Parties, interest or other indebtedness as we may determine in our Reasonable Business Judgment. No restriction on any check or in any communications accompanying payment will bind us or our Related Parties. Our acceptance of any payment will not constitute an accord or satisfaction and will not be construed as a waiver of any breach of this Agreement. You may not withhold payment of any fee or amount due based on alleged non-performance or breach of our or our Related Parties' obligations under this Agreement or other agreement, including for the sale of products or services to you.

11.3 Payment Procedure. You must pay amounts due to us using ePay a web-based, self-service application for electronic payments. We may revise the required form of payment from time to time in the P&P Manual and you must comply with any changes.

11.4 Offsets. At our discretion, we may offset any amounts we owe you in full or partial satisfaction of any amounts you owe under this Agreement or other agreements between you and us or our Related Parties, whenever your payments are more than thirty (30) days past due.

11.5 Returned Checks. You must pay a returned check charge on any checks returned unpaid for any reason. We may charge you the highest commercial rate allowed by law. You must replace any such check with a certified or cashier's check, money order or electronic transfer of funds within three (3) days of notification.

11.6 Net Worth. You acknowledge that a material consideration for us in granting you rights under this Agreement is your representation that you and your Owner(s) are financially responsible and have both (A) a net worth in tangible assets in excess of \$150,000, not including (i) the value of any interest in this Agreement (or notes provided to you from us or our Related Parties in conjunction with this agreement) or (ii) any of your working capital (defined as total current assets less total current liabilities, all prepared in accordance with generally accepted accounting principles); and (B) liquid assets (cash or securities that can be easily converted into cash) of at least \$75,000. You agree and warrant that you and your Owners will maintain the minimum net worth requirement throughout the Term. You further agree that maintaining these requirements and remaining in financial good standing with us and your third-party creditors is critical to the protection of our goodwill and the Marks. If the net worth requirement is not



maintained at any time, you must procure a guarantor acceptable to us to the extent of the deficiency, which guarantor will guarantee your performance under this Agreement.

11.7 Listing and Pending Listing Inventory. You will provide, within fifteen (15) days of the Effective Date, and thereafter maintain with us, a complete and current inventory of all listings, pending or otherwise, of your Business, in our required format, except as otherwise required by Section 7.1.2 as it relates to Pending Transactions. You will use best efforts to ensure that all listing inventory and transaction information, pictures, media and other listing content (collectively "Listing Content") are true and accurate. You will procure the permission of the property's owner(s) to depict the property in Listing Content for Permitted Purposes as defined below. To the extent you own any copyright to any Listing Content you supply to us (including those used in listings on our website), you irrevocably consent to our royalty free use of the Listing Content or any portion thereof for any purpose (including purposes beyond selling the property, such as to promote our brand and our business generally), and in any manner or medium now known or developed in the future, which may include use of your Listing Content or portions thereof on consumer facing websites, and our sublicensing of your Listing Content to Related Parties and third parties, like listing portal aggregators or services, whether web-based or otherwise, as we deem appropriate in our Reasonable Business Judgment (collectively "Permitted Purposes"). You may elect to opt out of us providing your Listing Content to third parties by providing express prior written notice to us. To the extent you provide Listing Content with copyrights owned by third parties (including, but not limited to, agents, photographers and videographers), you will procure all necessary rights and licenses to authorize our use for Permitted Purposes, and you will furnish proof of same if requested. You agree that if you do not furnish proof of the foregoing rights and licenses that is satisfactory in our Reasonable Business Judgment, we have the right to refuse to use the Listing Content. You agree to indemnify and hold us harmless against any third-party claims that our use infringes such third party's rights or as to any claims relating to Listing Content.

12.0 FEE INCREASES:

12.1 Annual Increases. On April 1st each year, we have the right to increase the Minimum Monthly Royalty Fee and the BMF Threshold in Section 8 by an amount not to exceed 5% per year. The amount of the increase in the BMF Threshold shall be cumulative. Therefore, if for any reason we do not increase the BMF Threshold by the maximum amount permitted in any given year, we may add the amount not increased in any given year to the BMF Threshold in subsequent years. We may round to the nearest dollar any increase.

12.2 Other Fee Increases. Except for the fees described in Section 7.1 (the Royalty Fee which is not subject to increase), we have the right to impose, eliminate or modify fees, including, learning fees, fees to participate in programs or services, administrative fees, referral fees, late charges, returned check charges, cancelled audit and access fees, which revisions are not subject to the limitations of Section 12.1.

13.0 RECORDKEEPING; AUDIT:

13.1 Recordkeeping, Financial Statements and Audit.

13.1.1 Recordkeeping. During the Term and for three (3) years after the expiration or termination of the Term, you must maintain accurate records in the form we require. You must transmit information to us in the manner and format we require.

13.1.2 Financial Statements. Upon our request, you will provide us with a detailed profit and loss statement. You will submit any additional information we require in the P&P Manual. You will also



supply a complete financial statement and a copy of your federal tax return, on an annual basis within one hundred twenty (120) days of your fiscal year-end. You, your authorized officer, or a general partner, if applicable, or your independent accountant will sign the financial statement certifying its truth and accuracy. Financial statements must be prepared in accordance with generally accepted accounting principles.

13.1.3 Audit. You must allow us or our designee(s) to audit your operations, including your financial record retention systems, or to obtain information from other sources, including the local Multiple Listing Service, to verify Royalty Fees, BMF contributions and other fees due to us. You must immediately pay us any fees that the audit reveals were due during the audit period but not paid, plus interest at Prime plus 2%. If you fail to cooperate, fail to keep readily auditable records, cancel or reschedule the audit, or if the audit exposes a deficiency of 5% or more in amounts due for any consecutive three-month period, you must also pay all of our audit costs plus fees past due, interest, late charges and costs, and the deficiency will constitute a material breach of this Agreement. You must dispute any audit findings in writing and identify the basis for any dispute in accordance with the P&P Manual and Section 13.7. Any audit or inspection we conduct is solely for determining your compliance with contractual obligations and does not constitute control over your day-to-day operation of the Business.

13.2 Access to Records. We, or our designee, have the right during the Term and for three (3) years following termination of the Agreement, to visit your Office (or such other place where your records are located) during normal business hours and without hindrance or delay, proceed:

13.2.1 to inspect, audit, check and make copies of your books, records (including state and federal tax returns), journals, orders, receipts, any correspondence and other data relating to your Business or to any transactions, including the books and records of any Related Party or Excluded Business if we have reason to believe that (i) its funds were commingled with the Business; or (ii) it was operated in violation of Section 4.2

13.2.2 to verify any portion of your records or your Business or any Excluded Business as we may deem reasonable under the circumstances, including prompt response to any post-audit request for additional information; and

13.2.3 to discuss your records and the Business or any Excluded Business with any officers, directors and employees responsible for maintaining the records, or with your Responsible Broker.

13.3 Condition of Transfer of the Franchise. We have the right to audit the operations of the Business at any time, including as a condition of our approval of any Transfer of the Franchise.

13.4 Sales Associate Information. You will provide us information about your independent agents and teams and assist us in any survey of your independent agents and teams. Independent sales agent and team information will be updated promptly; all independent agent and team information will be current as of the end of each calendar quarter. We may require you to report detailed information on teams and team income, from time to time.

13.5 Other Matters relating to Information. We expressly agree to keep confidential any financial statements you submit under the Agreement, provided that our confidentiality obligations do not extend to information that (a) is or becomes generally available to the public; (b) was in our possession before it was furnished; (c) is or becomes available to us from a source that is not prohibited from disclosing such



information by any confidentiality obligation; or (d) is independently developed by us. This restriction shall not apply if we (or any of our Related Parties) are required under a court or government agency order or applicable law to disclose any non-public information we received. Other than financial statements, no information supplied to us will be considered confidential. We have the right to use any information you supply, including Client Information (as defined in Section 16.7.3): (i) for our own business purposes, (ii) to disclose information as may be required by law and governmental authority, (iii) to disclose information to third parties in connection with the system and offering products and services, and (iv) to aggregate your information with other franchisee information and disclose aggregated information or anonymized information as we deem appropriate. You will provide us and/or cooperate with us in collecting other information as we may reasonably request, including information for research and development of services, products and programs, identification of demographic information, industry reports and preparation of our Disclosure Document.

13.6 Cooperation. You must cooperate in scheduling any requested audit and providing access to records, which must be maintained and presented in reasonable order to allow the audit to be conducted in a reasonable time. You acknowledge that all communications regarding the audit including, but not limited to, audit results may be communicated electronically unless you otherwise expressly indicate otherwise to the auditor.

13.7 Waiver. Your failure, refusal or neglect to dispute fees or contributions that an audit reveals you owe, including any fees, costs and penalties assessed with an audit, constitutes a waiver of any right to challenge such fees, unless you provide us written notice of your dispute, along with an explanation of the basis for your dispute, within thirty (30) days of the date we deliver the audit results to you in writing.

14.0 MODIFICATION OF THE SYSTEM; IMPROVEMENTS:

14.1 Agreement to Accept Modifications. We have the right to change or add to the Marks or the System, including the adoption of new or modified trade names, trademarks, trade dress, service marks, copyrighted materials, new products or services, new equipment, new business methods or new techniques from time to time, without your consent. We have the right to modify, suspend or eliminate any new or existing portion of the System or the Marks. Changes related to the Marks or System will be communicated to you and reflected in the P&P Manual. You will accept, use and display changes in the System and will make such expenditures as may be required to implement the changes.

14.2 Improvements by You. If you conceive or develop any improvements or additions to the System, new trade names, trademarks, service marks or other commercial symbols related to the System or any advertising or promotion ideas related to the System ("Improvements"), you will fully disclose the Improvements to us and obtain our written approval prior to use. Any Improvements we approve will be deemed licensed to us on a royalty-free, paid-up, perpetual worldwide license, and may be used by us and our franchisees without paying you royalties or similar fees. We have the right to apply for and own copyrights, trade names, trademarks and service marks relating to Improvements. Improvements will be our property and trade secret. We will authorize you to use Improvements authorized for use by other franchisees.

15.0 OWNERSHIP CHANGES AND TRANSFERS OF THE FRANCHISE:

15.1 Ownership Changes. We must first approve in writing any proposed ownership change to transfer 10% or more of the Franchisee ownership rights. If an ownership change results in a Transfer of the Franchise, the provisions set forth in this Section 15 apply.



15.2 No Transfer or Assignment. You acknowledge that your rights and obligations under this Agreement are personal to you and we have granted this franchise in reliance on many factors, including your (and your Owners') character, skill, knowledge, business and financial capacity. You may not assign your rights or delegate your duties under this Agreement, except as permitted by this Agreement or required by law.

15.3 Limited Assignment Right for Sole Proprietorships or Partnerships. If you are a sole proprietorship or partnership, we expressly consent to the assignment of this Agreement, without payment of a fee, to an entity owned and controlled by the same Owners, provided that the Owners execute an assignment agreement and guaranty of the assignee's obligations to us. You must notify us in writing of any proposed assignment under this Section and must provide and/or sign all documents we request including assignment documents, Articles of Incorporation or Organization and Bylaws.

15.4 Transfer of the Franchise – Definition. "Transfer of the Franchise" will mean any transaction or series of transactions that results in: (i) the sale or transfer of substantially all of the Business's assets, (ii) the majority Owner(s) before the transaction(s) holding less than 51% equity interest in you or the Business's assets, (iii) another entity becoming a franchisee, or (iv) the Owner(s) no longer controlling or managing the Business. The Transfer of the Franchise may include transfers resulting from a divorce, death, insolvency, dissolution, declaration of or transfer in trust, or a foreclosure on the Business assets. If any Owners are entities, a Transfer of the Franchise will be deemed to occur if such Owner entity experiences any of these events or transactions.

15.5 Operational Control – Trust. In the event a trust is an Owner of Franchisee: (a) Prior to the Opening Date, Owner shall provide Franchisor with copies of all trust instruments and all documents establishing that the trustee(s) have legal authority to enter into this Agreement on behalf of the Owner/trust and bind the Owner/trust to the terms of this Agreement; (b) after the Opening Date, Owner shall provide Franchisor with copies of any amendment(s) to the trust instruments within seven (7) days of the entry of such amendment(s); (c) all beneficiaries of the trust shall be Guarantors and at the time of signing the Agreement, the beneficiaries shall sign the Guaranty of Payment and Performance; and (d) Guarantor(s) shall, at all times, directly (i) control all aspects of Franchisee and the operation of the Business; and (ii) serve as trustee(s) of the trust and retain sole control over the voting of the trust's equity interest in Franchisee. Franchisee acknowledges and agrees that: (x) if the Guarantor(s) do not maintain operational control of the entire Business, Franchisee and the trust, such an event will constitute a transfer as described in Section 15.4 of this Agreement; and (y) Franchisee must comply with all applicable provisions of this Section 15. Franchisee further acknowledges and agrees that if the Guarantor(s) desires to turn over operational control of the Franchisee, the trust or the Franchise to one or more trust beneficiaries, such beneficiaries must satisfy all conditions of approval described in Section 15.7 of this Agreement. Nothing contained herein is or should be deemed to constitute our consent or acquiescence to any transfer as described in Section 15.4 of this Agreement.

15.6 Prohibited Assignments or Transfers of the Franchise. You may not complete a Transfer of the Franchise without our prior written approval, which will be subject to our Reasonable Business Judgment. Failure to obtain our approval will be a material breach of this Agreement. Any attempted Transfer of the Franchise not expressly permitted by this Agreement or approved by us will be null and void, and you will remain liable for all obligations under this Agreement. After a Transfer of the Franchise, you will be liable for events that occurred before the Transfer of the Franchise and for all obligations that survive termination of this Agreement, including your indemnification obligations for any claims arising before the Transfer of the Franchise. If you complete a Transfer of the Franchise in violation of this Section, our continued performance and acceptance of payments do not waive our rights.



15.7 Approval of Transfer of the Franchise; Prerequisites. Provided you are not in default under the terms of the Agreement, we will consider your application for the Transfer of the Franchise to a new Owner or franchisee (“Transferee”), if you provide us thirty (30) business days’ advance written notice of any proposed Transfer of the Franchise. The Transferee must submit any documents we reasonably require to approve the Transfer of the Franchise. Our approval will be based on our consideration of various factors that include: (i) Transferee is a licensed real estate broker and arranges for adequate management of the Business to our satisfaction, (ii) Transferee’s franchise application (and supporting documents), (iii) Transferee’s or prospective owner’s business experience, character, reputation and financial condition (including credit checks and financial statements), (iv) proposed transfer documents and/or any new entity organizational documents, (v) unless prohibited by law, the Transferee’s execution of the then-current form of franchise agreement and new Owners’ execution of the then-current form of guaranty, (vi) payment and/or assumption of any outstanding indebtedness you owe us, (vii) payment of a \$5,000 transfer fee, (viii) execution by you and any departing Owners of a release of all claims against us and our Related Parties, (ix) an audit of your operations, and (x) your purchase of tail coverage on your errors and omissions insurance policy naming us as an additional insured. In connection with any proposed Transfer of the Franchise, we may also consider the financial impact that a Transfer of the Franchise to an existing franchisee may have on us, including a potential increase in VIP or decrease in the net effective Royalty Fee rate paid to us. We may require adjustments to the Agreement to account for or eliminate any financial impact to us as a condition of our approval.

15.8 Right of First Refusal. If you and/or any of your Owners intend to Transfer the Franchise for valuable consideration, you must obtain a bona fide, signed, written offer from the potential purchaser and deliver a complete and accurate copy of the offer immediately to us. If the offeror proposes to buy any other tangible or intangible assets that do not relate to or are not used by or in the Business, the proposal for such assets or rights must be described in a separate offer that is disclosed to us, but to which this right of first refusal is not applicable. The purchase price and terms for the Transfer of the Franchise will reflect the bona fide offered price and not reflect any value for any other assets.

15.8.1 Within thirty (30) days after you deliver a complete and accurate copy of the offer to us, we or our designee will have the option, exercisable by written notice to you, to purchase the interest that is the subject of the offer for the price and on the terms in the offer, provided, however, that (a) we may substitute cash for any in-kind payment proposed in the offer, (b) our credit will be deemed equal to the proposed purchaser’s credit, and (c) we will have no more than one hundred twenty (120) days from the option exercise date to consummate the transaction. You will promptly respond to all our reasonable due diligence requests. Terms and conditions for the purchase will be as similar as practicable to the offer’s terms and conditions subject to the exceptions above.

15.8.2 Unless expressly limited in the third party offer, we have the right to purchase the interest subject to all customary representations and warranties, closing documents, releases and indemnities as we reasonably may require, including representations and warranties as to the ownership and condition of, and title to, shares of ownership and/or assets, the validity and status of contracts and leases and the extent of any liabilities, contingent or otherwise. We also will have the option to acquire from you, for nominal consideration, an assignment of your leasehold rights for the Office(s) premises.

15.8.3 If we do not exercise our purchase option, you or your Owners may complete the sale to the offeror on the offer’s exact terms, subject to our approval of the Transfer of the Franchise, provided that if there is a material change in the offer’s terms, we will have an additional option to purchase during the thirty (30) day period after your notice to us of a material change in the offer’s terms.



15.8.4 If the proposed Transfer of the Franchise is not supported by valuable consideration (e.g. gift, testamentary transfer or involves the transfer of ownership to an immediate family member of an Owner, or reorganization of your entity without any change in the Owners), we have no right of first refusal. We have the right to approve the new Owner under Section 15.6.

15.9 Orientation for Transferee. The Transferee must attend the Orientation seminar described in Section 6.

15.10 Assignment by us. We may assign, transfer, delegate or subcontract all or any part of our rights and duties under this Agreement, including by operation of law, without notice and without your consent. You are not the third-party beneficiary of any of our contracts with third parties, including vendors or other franchisees. We will have no obligations to you after you are notified that a transferee has assumed our obligations under this Agreement except those that arose before we assign this Agreement.

16.0 EXPIRATION AND TERMINATION:

16.1 Non-Renewability of Agreement. NEITHER PARTY HAS RENEWAL RIGHTS. The tender or acceptance of your payments after expiration of this Agreement will neither prejudice our rights to enforce the expiration or your obligations on expiration, nor create any additional rights in your favor under this Agreement.

16.1.1 Transition. If this Agreement is expiring or terminating, in order to facilitate an orderly and efficient transition and preserve the goodwill of the System and the Marks, immediately after notice of termination is delivered, or within six (6) months prior to the Expiration Date, we, on behalf of ERA Franchise Systems LLC, our Related Parties, and our franchisees, have the right to engage in market recovery efforts that may include, but not be limited to, communicating directly with your independent sales associates and introducing them to other franchisees for recruiting purposes. We may disclose the Expiration Date of the Agreement to your sales associates and other franchisees within 6 months of the Expiration Date or after notice of termination.

16.1.2 Holding Over. If you or an Owner uses the Marks after the expiration of this Agreement, you will be deemed to be operating on a month-to-month basis ("Holdover Period"). During any Holdover Period, all of your obligations will remain in full force and effect, as if this Agreement had not expired, and all obligations imposed on you upon expiration of this Agreement will take effect upon termination of the Holdover Period, provided, however, the Royalty Fee due during the Holdover Period will be an amount equal to twice the Royalty Fee otherwise due under Section 7.1. The month-to-month extension may be terminated by Franchisor, in its sole discretion, upon ten (10) days written notice to Franchisee. Additionally, we may consider you in default of this Agreement and may exercise all remedies available to us, including our pre-termination options set forth in Section 16.3, which includes suspension of services, or termination

16.2 Termination. This Agreement may be terminated only on the terms and conditions established in this Section.

16.2.1 Mutual Consent. By mutual consent of the parties;

16.2.2 Termination by us for Good Cause. By us for good cause means your material breach of any obligations under this Agreement as we may determine in our Reasonable Business Judgment as



stated in this Agreement. Good cause includes both curable and non-curable defaults and the failure to meet the Minimum Office Design and Appearance Standards or Minimum Operating Standards.

16.2.3 Curable Defaults; Notice. After giving you written notice and thirty (30) days to cure identified defaults (except for cure periods established elsewhere in this Agreement and any longer periods required by applicable state's law), we may terminate this Agreement for the following uncured defaults:

16.2.3.1 Your failure to timely and consistently report transactions or to pay when due any financial obligation to us, or to the BMF;

16.2.3.2 Your underreporting and/or underpayment of at least 5% of Royalty Fees and/or BMF contributions within any three (3) month period, your refusal to permit us to audit your operations and records, or your failure to reasonably cooperate with an audit;

16.2.3.3 Your Transfer of the Franchise without our prior approval or on the death, judicial determination of incompetence, or the appointment of a conservator or guardian over you or an Owner, the failure to seek our written approval for Transfer of the Franchise within one hundred eighty (180) days after such event;

16.2.3.4 Your attempt to subfranchise, license or grant to any other person or entity the right to use the Marks or the System licensed to you under this Agreement;

16.2.3.5 Your or an Owner's failure to comply with all applicable municipal, county, state or federal laws;

16.2.3.6 The operation of any other business within the Office(s), except as permitted under this Agreement;

16.2.3.7 Your failure to properly display and use our Marks as described in the P&P Manual;

16.2.3.8 Your failure to begin operation using the Marks and System on the Opening Date;

16.2.3.9 The creation of a security interest in this Agreement or the assets of the Business without our prior written consent; or

16.2.3.10 Any other material breach of this Agreement not listed above or listed below as a noncurable default.

16.2.4 Noncurable Defaults; No Notice Required. We may terminate this Agreement immediately without prior notice or an opportunity to cure, if any of the following defaults occurs:

16.2.4.1 Suspension or revocation of your Responsible Broker's license, unless you timely appoint a substitute Responsible Broker as permitted under applicable law and such suspension or revocation does not otherwise breach this Agreement;

16.2.4.2 Any conduct by you or an Owner that impairs the image, identity, value or goodwill associated with the Marks or the System;



16.2.4.3 The filing or imposition of any bankruptcy, receivership, composition, assignment, marshaling, insolvency or similar proceeding for the benefit of creditors related to you or your assets, provided that termination on bankruptcy may not be enforceable under the Bankruptcy Code;

16.2.4.4 Any default for which we have issued you a notice of default during the last twelve (12) months advising you of our intent to terminate for the same cause, even if the default(s) were cured;

16.2.4.5 Any material misrepresentation or omission by you, an Owner or guarantor to us in the franchise application or otherwise with respect to the Business;

16.2.4.6 The operation of a competing residential brokerage business in violation of the in-term non-competition covenant; or

16.2.4.7 Abandonment of your Office(s), demonstrated by (i) the failure to commence operation of any Office as required under the Agreement and any related Addenda, (ii) removal of the Marks, or (iii) failure to operate the Business for five (5) consecutive business days or any shorter period when, under the facts and circumstances, it would be reasonable for us to conclude that you do not intend to continue to operate the Business, unless the cause is a force majeure, e.g., flood, earthquake or similar acts of God. If any of the above circumstances apply to some, but not all of your Offices, we may, in our Reasonable Business Judgment, terminate the license to operate at the abandoned Offices, rather than terminate the Agreement.

16.2.5 Termination upon Death/Disability of Majority Owner. If a majority Owner dies or becomes physically or mentally disabled (corroborated by written evidence from a treating physician) and you elect to wind up the Business and distribute all of the Business's assets to the Owners (as opposed to transferring the assets to a third party), you may terminate the Agreement, without penalty, if the following conditions are satisfied:

- (a) You provide us at least ninety (90) days prior written notice of your intent to terminate;
- (b) At the time of the notice, the deceased or disabled majority Owner owns at least 51% of the equity interest in you or the Business's assets and manages your day-to-day operations;
- (c) You are not in default on the date that the notice is delivered or on the date of termination ("Termination Date");
- (d) You provide any documents we request demonstrating your dissolution;
- (e) Before the Termination Date, you pay any outstanding indebtedness you owe us including, but not limited to, Royalty Fees, advertising fund contributions and all amounts not previously paid and/or forgiven under any existing promissory notes (or any other instrument of indebtedness);
- (f) You and each remaining Owner agree that they will not own or operate any real estate brokerage within two miles of any authorized Office for a period ending the earlier of (i) the Expiration Date, or (ii) two years after the Termination Date; and
- (g) You enter into a written termination agreement. We will not be entitled to recover any liquidated damages under the Agreement if you comply with this Section and perform the post-termination obligations within ten (10) days after the Termination Date.



16.2.6 Failure to Meet Minimum Office Design and Appearance Standards. You acknowledge and recognize that all Offices must meet certain required minimum standards of professionalism for size, interior design and decor, exterior attractiveness, general appearance and cleanliness. These standards are contained in the P&P Manual. If your Office(s) fail to meet these standards, we will notify you in writing and describe the deficiencies, and you will be given ninety (90) days to correct them. If such deficiencies are not corrected to our satisfaction within ninety (90) days, we have the right to terminate this Agreement.

16.2.7 Failure to Meet Minimum Operating Standards. You must meet the minimum operating standards we prescribe from time to time in the P&P Manual ("Minimum Operating Standards"). If you fail to meet these standards, you will be notified in writing and you may be placed on probation for a period of not less than six (6) months, nor more than twelve (12) months. If the deficiency is not corrected within the probationary period, we may at our option, terminate this Agreement. The Minimum Operating Standards require that you will, during every calendar year, beginning the second full calendar year after the Effective Date, close not less than fifty (50) Residential Sales as defined below. A Residential Sales is defined as the closing of the sale of residential real estate for which you were the selling or listing broker, on which you were obligated to pay Royalties and BMF contributions under the terms of this Agreement. If you are the listing and selling broker for a Residential Sale, it will count as two (2) Residential Sales for the purpose of the Minimum Operating Standards. You acknowledge that these Minimum Operating Standards may be modified or supplemented from time to time as published by us in the P&P Manual.

16.3 Our Pre-Termination Options. If you fail to pay any amount owed under this Agreement or the Manual, or fail to comply with any term of this Agreement, in addition to our right to terminate this Agreement (subject to applicable notice and cure periods), or to bring a claim for damages, we have the following pre-termination options as we deem necessary, each of which may be exercised without providing notice or opportunity to cure:

16.3.1 To suspend all services provided to you under this Agreement or otherwise, including education, marketing assistance, VIP, sale of products and supplies, leads from website, technology tools, intranet portal, and award(s) eligibility for you and the independent agents affiliated with you;

16.3.2 To suspend taking or placing referrals, leads, or relocation requests, Home Protection Plans and/or Sellers Security Plan applications, for or from you from www.era.com and to direct any inquiries regarding these or other programs or services to other franchisees;

16.3.3 To eliminate listing you and/or publishing your real estate listings in any advertising, marketing or promotional materials, including on our principal website and third-party websites to which we may direct listing information.

We may continue taking these actions until you comply with our requirements and we acknowledge your compliance in writing. The options in this Section will have no effect on, and will not release you from, any obligation you owe to us, our Related Parties, or to the BMF. Your right to cure does not restrict our right to file any legal action or exercise any of our pre-termination options before, during or after the cure period.

16.4 Effect of Expiration or Termination. On expiration or termination, you must immediately, at your expense, return to us all of our property, including originals and copies of the P&P Manual, technology products (including copies that your independent agents hold or control), and all films, DVDs, CDs, flash drives, materials and instruction manuals, electronic or otherwise, which are part of our programs, or destroy



the same and certify the destruction. You must also immediately discontinue all use of the Marks in your materials. You must, at your expense, immediately discontinue use of and destroy all signs displaying our unique style, logo, colors, color patterns and designs and/or Marks. If you fail to immediately de-identify your Business, you must pay all expenses we incur to de-identify your Business. Effective on the date of termination or expiration, you must refrain from any representation that you are our franchisee or are or have been affiliated with us; and take affirmative action to remove any use of the Marks in connection with your business. You must de-identify your business from the System in a manner that does not confuse the public about the fact that you are no longer part of the System. You must (i) immediately advise all of your then-current clients that you are no longer associated with us; and (ii) immediately cause any business or telephone directory publisher and internet directories to remove you from their listings as our franchisee. You must immediately cause any web masters or websites to remove our Marks from their web pages, including social media websites. You must remove the Marks from your website(s) and social media sites and accounts that you or your independent agent's control. You must remove our Marks from any source code or other mechanism that may direct a consumer searching for our Marks to your website. If your URL contains our Marks, you must cancel such URL registrations for the Business or, at our option, assign your URL(s) to us. You must cause all agents to cancel all URLs containing our Marks that they may have established in violation of this Agreement.

16.5 Effect of Continued Use of the Marks. On expiration or termination, any continued use of the Marks by you, the Business or any of your independent agents: (i) will constitute willful and knowing infringement, dilution of our trademark rights and unfair competition; and (ii) may constitute trafficking in a counterfeit mark for which both civil remedies and criminal penalties may be imposed.

16.6 Infringement Damages. If we bring an action against you or anyone associated with you during or after the Term, seeking to halt infringement of the Marks, you acknowledge that any court of competent jurisdiction may enter temporary restraining orders or preliminary and permanent injunctions (under applicable law) without requiring a bond or other security and may order the immediate seizure and destruction of any infringing materials. If any court rule requires a bond, you agree that a \$1,000 bond is sufficient. You must pay Royalty Fees and BMF contributions on all Gross Revenues during the period of any infringement, our attorneys' fees, costs and disbursements incurred in enforcing our trademark and contract rights. You agree that if you breach this Agreement and/or continue to utilize the System or Marks after termination or expiration, we will have no adequate remedy at law. You expressly consent and agree that we may, in addition to other available remedies, obtain an injunction and/or temporary restraining order to terminate or prevent the continuation of any existing default or violation, and to prevent any threatened default or violation, by you of this Agreement.

16.7 Surviving Obligations.

16.7.1 Except as otherwise provided in this Agreement, on expiration or termination of the Agreement, you will have no further interest or rights in this Agreement. All financial obligations incurred before termination or expiration will not be affected by termination or expiration and must be satisfied. You remain obligated to pay Royalty Fees, BMF contributions, and referral fees, on transactions pending at the time of expiration, termination or Transfer of the Franchise. The provisions of this Section survive termination or expiration of this Agreement.

16.7.2 If an "early termination" of this Agreement occurs (which will mean any termination of the Agreement before the Expiration Date, other than a mutual termination under Section 16.2.1 or termination by you under Section 16.2.5), you will immediately pay us liquidated damages. The parties agree that it would be impracticable or extremely difficult to calculate the actual amount you



would have been obligated to pay as Royalty Fees, BMF contributions, and any other fees due under this Agreement, from the date of early termination through the Expiration Date and that the following method of calculation represents a fair and reasonable estimate of our damages: Liquidated damages will be equal to the combined monthly average of Royalty Fees, BMF contributions, and other fees under this Agreement (without regard to any fee waivers or fee reductions) payable from the Opening Date through the date of early termination, multiplied by the lesser of (i) thirty-six (36) or (ii) the number of full months remaining in the Term.

16.7.3 We have the right to access and use (i) all information you provide to us as required by the P&P Manual, including, without limitation, any reporting items or categories that may later be adopted; (ii) all information you provide to us contained in your sales and transaction reports, and in such other operational reports that we request from you; and (iii) all information you provide to us regarding your customers' enrollment in any client contact program we may adopt. The information in (i), (ii) and (iii) above is referred to collectively as "the Client Information." We may use the Client Information for business purposes including, without limitation, public relations, advertising, statistical compilations, investigations and resolutions of client complaints, and quality surveys. We have the right, on termination, to use the Client Information and to make the Client Information available to other franchisees or prospective franchisees as we deem appropriate. On termination, you will be deemed to have assigned your client contact program enrollments to us to deal with as we deem appropriate.

16.8 Other Damages. Our right to collect reasonable attorneys' fees, costs of investigation, court costs and other litigation expenses incurred in enforcing our rights under this Agreement will survive termination.

17.0 INDEMNIFICATION AND INSURANCE:

17.1 Your Indemnification. You will indemnify and hold harmless us, our Related Parties, and all other franchisees from all expenses, claims, losses, damages, liabilities or actions of any kind or nature (including, but not limited to, costs and attorneys' fees) arising out of or related to the operation of the Business or an Excluded Business and any acts and omissions of you, your Owners, employees, brokers or your independent agents. If we are made a party to a lawsuit or other legal action or we have a claim asserted against us in connection with your (or your Related Parties') activities, regardless of whether you were named or served in the action, we may at our option, (i) tender the defense and/or prosecution of the case to you and you will be responsible for diligently pursuing the case at your expense; or (ii) hire counsel directly to protect our interests and bill you for all costs and attorneys' fees incurred, which bill you must promptly pay. This indemnity will apply to claims that we were negligent or failed to train, supervise or discipline you, and to claims that you, your Owners, employees, brokers or your independent agents are our employees, agents or part of a common enterprise with us, including claims regarding violations of labor or employment laws or regulations. The obligations under this Section survive the expiration or termination of this Agreement.

17.2 Insurance.

17.2.1 Required Policies and Coverage. You will obtain and maintain for the Term the following types of insurance: (1) if you use an automobile in connection with your business operations, automobile liability coverage, including hired and non-owned autos, with limits of at least \$1,000,000 per occurrence; (2) general liability coverage, including contractual liability, Property Management coverage and (if not covered in a separate automobile liability policy) hired and non-owned autos, with limits of at least \$1,000,000 per occurrence; (3) professional liability (real estate errors and omissions) coverage, including coverage for Property Management, with limits of at least



\$1,000,000 per claim; (4) cyber insurance in an amount appropriate for the size of your franchise operations, but in no event should limits be less than \$500,000 per claim; and (5) any additional types of policies and coverage as may be required by law, including, without limitation, workers compensation coverage. You must furnish us with certificates of insurance before the Opening Date. We reserve the right to require you to obtain additional types of insurance, including Employment Practices Liability Insurance (“EPLI”), to increase limits or to reduce minimum coverage requirements, but you may carry reduced coverage only if you first receive our written approval. Approval to do so may be revoked at any time. If you fail to maintain required insurance, we may, but are not obligated to, obtain any and all required insurance on your behalf and to charge you for the cost. You will promptly reimburse us for all our costs upon demand. We do not represent or warrant that any insurance that you are required to purchase, or which we procure on your behalf, will provide adequate coverage for you. You should consult with your own insurance agents, brokers, attorneys or other insurance advisors to determine the level of insurance protection you need and desire, including any insurance coverage it may be advisable for you to require your affiliated agents to obtain, in addition to the coverage and limits we require.

17.2.2 Carriers. All policies must be in form and content satisfactory to us and must be issued by an insurer(s) rated A-VIII or better in Class X by Alfred M. Best and Company Inc., or comparably rated by Moody’s and/or Standard and Poor’s or similarly reliable rating services acceptable to us. We reserve the right to change the minimum acceptable rating requirement.

17.2.3 Additional Insureds. We, Realogy Holdings Corp., and their subsidiaries, successors and assigns must be named as additional insureds on all insurance policies listed and maintained by you (excluding workers compensation insurance, cyber insurance and EPLI).

17.2.4 Notice of Policy Changes or Cancellation. All policies must provide that they may not be canceled except upon thirty (30) days’ advance written notice to us.

17.2.5 Annual Certificates. You must furnish us certificates of coverage and endorsements (i) on or prior to your Opening Date, (ii) annually on the anniversary of your policy renewal date, and (iii) upon our request.

18.0 AMENDMENT:

18.1 Written and Signed. Any modification of this Agreement must be in writing and signed by the authorized representatives of both parties.

18.2 Authority to Amend. NO FIELD REPRESENTATIVE, INCLUDING ANY DIVISIONAL OR REGIONAL OFFICER OR BUSINESS MANAGER OF OURS HAS THE RIGHT OR AUTHORITY TO MAKE ORAL OR WRITTEN MODIFICATIONS TO THIS AGREEMENT. NO UNAUTHORIZED MODIFICATION WILL BE BINDING ON EITHER PARTY.

19.0 WAIVER:

19.1 Waiver; Severability. If any provision(s) of this Agreement is or becomes in violation of any local, state or federal law, such provision(s) will be considered immediately amended to conform to the law. If the violative provision cannot be amended to conform to law, each party expressly releases the other from any liability under the violative provision of this Agreement. To the extent any provision of this Agreement is deemed invalid or unenforceable for any reason, the remainder of this Agreement will



not be adversely affected, but rather will be enforced to the greatest extent permitted by law. No waiver of any breach of this Agreement will constitute a waiver of any subsequent breach.

19.2 Disputes with Others. Each party waives the right to assert that principles of collateral estoppel or issue preclusion prevent raising any claim or defense because either party lost a similar claim or defense in another action. Any ruling by a third-party fact finder or court in a prior proceeding in which either party was involved (such party referred to as a “Litigant”) with a third party will not prevent the Litigant from asserting similar arguments or positions in any action between the parties to this Agreement.

20.0 NON-COMPETITION COVENANTS:

20.1 In Term. During the Term, you, your Owners, officers, guarantors, and Responsible Broker (for so long as each are engaged or employed by you) will not, directly or indirectly, through ownership or otherwise, engage in any real estate brokerage business, other than the Business or any Real Estate Related Excluded Business authorized under this Agreement. Moreover, you will not divert any real estate brokerage business from the Business. Notwithstanding the above, with our prior written permission, you, your Owners or guarantors may own and/or operate a real estate brokerage business under the marks of one of our Related Parties during the Term.

20.2 Transfer of the Franchise. Any Transferee must be protected against unfair competition by your use of our educational programs and resources, assistance and trade secrets in direct competition after a Transfer of the Franchise. For twenty-four (24) months after a Transfer of the Franchise (or the remaining Term, whichever is less), you, your Owners, officers, guarantors, and the spouses of such Persons, will not, directly or indirectly, operate, own, license, franchise, be employed by or consult with any residential real estate brokerage within a two (2) mile radius of any Office operating as of the date of the Transfer of the Franchise.

20.3 Competing Services or Products. During the Term, you, your Owners, officers, employees, independent agents, or any entity in which any of you hold an ownership interest in or receive compensation from, will not provide or seek to provide equipment, supplies, services or other operating materials to our other franchisees or Related Parties and their respective franchisees, without our advance written consent.

21.0 INDEPENDENT CONTRACTOR:

21.1 We are not the employer of you or any of your employees, your brokers or independent agents. At all times, you will hold yourself and the Business out to be independently owned and operated. Any education, support, advice or resources we provide to you in connection with the Business is solely for the purpose of protecting the Marks and goodwill associated with the System and assisting you in the operation of the Business, and not for the purpose of controlling in or in any way exercising or exerting control over your decisions or the day-to-day operation of the Business, including your personnel-related decisions.

21.2 You must conspicuously disclose in the Office(s), in your real estate sale documents, listing agreements and on all business cards, stationery, and in all advertisements and in all other printed or recorded material you, your employees and independent agents use, that you are independently owned and operated and are not our agent or owned by us. You expressly understand that you will be an independent contractor and must hold yourself out to the general public as such. This Agreement does not make you our agent, legal representative, joint venture, partner, employee or servant for any purpose. You are not authorized to make or promise any contract, agreement, warranty or representation on our (or



our Related Parties') behalf, or to create any express or implied obligation on our behalf. You are not authorized to accept service of process or legal notices directed to us. You acknowledge that this Agreement does not create a fiduciary relationship, and the relationship between the parties is not, and is not intended to be a fiduciary relationship.

21.3 We have no right or obligation to pay your commissions, taxes, wages or other expenses or to regulate or participate in the retention or disaffiliation of your independent agents or employees, or to determine or limit the parties from whom you accept listings, or for whom or to whom you may sell property, the commission rates you charge, your commission splits with your agents, your working conditions, the manner or details of work performed by you, your brokers, independent agents or employees, except as may be necessary to protect the Marks and goodwill associated with the System, and you agree that you are solely responsible for these items (regardless of any advice, education or resources you may receive from us). Further, you agree that you are solely responsible for the day-to-day operation of the Business according to your own judgment, and in accordance with this Agreement and the mandatory provisions in the P&P Manual.

22.0 MISCELLANEOUS:

22.1 Broker Councils. You may support the concept of cooperative marketing activities with other franchisees in your area in order to derive more fully the benefits of local and regional identity. Broker Councils are voluntary at the local level and membership is not required.

22.2 Taxes. You will pay promptly when due all taxes, accounts, liabilities and indebtedness of any kind incurred by you in the conduct of the Business. If any fees (including, without limitation, Royalty Fees, Property Management Fees and the Initial Franchise Fee) payable by you to us are subject to Value Added Taxes, Gross Receipts Taxes, or similar taxes imposed by taxing authorities within the jurisdiction where you operate, you will, in addition to the fees due us, pay us an additional sum equal to the amount of such tax imposed on fees due us.

22.3 Successors and Assigns. Subject to Section 15, this Agreement will be binding on and inure to the benefit of the parties and their respective legal representatives, successors and assigns.

22.4 Headings; Interpretation. The headings in this Agreement are for convenience only, do not constitute a part of this Agreement, and will not be deemed to limit or affect any of the provisions of this Agreement. The use of the term "including" in this Agreement shall mean "including without limitation."

22.5 Time of the Essence. Time is of the essence for all of this Agreement's provisions that specify a time for performance.

22.6 Applicable Law and Waiver. Subject to our rights under federal trademark laws, the parties' rights under this Agreement, and the relationship between the parties is governed by, and will be interpreted in accordance with New Jersey laws (statutory and otherwise), except that the New Jersey Franchise Practices Act will not apply to agreements for Offices located outside New Jersey. You waive, to the fullest extent permitted by law, the rights and protections that might be provided through franchise or business opportunity laws of any state other than the state where the Main Office is located.

22.7 Venue and Jurisdiction. You submit to the non-exclusive personal jurisdiction of the New Jersey state and federal courts for any litigation arising out of or related to this Agreement or to any



aspect of the business relationship between the parties. Such litigation will have venue in state courts in Morris County, New Jersey, or in the United States District Court for the District of New Jersey.

22.8 Waiver of Class Action. You agree that any judicial proceeding will be considered as to its facts and may not be brought as a class action. You and your Owners waive any right to proceed against us by way of class action.

22.9 WAIVER OF JURY TRIAL. The parties waive the right to a jury trial in any action arising out of or related to this Agreement or any aspect of the relationship between you, us, any guarantor and their respective successors and assigns.

22.10 Waiver of Punitive Damages. We and you (and your Owners and guarantors) fully waive any right to or claim for any punitive or exemplary damages against each other. If any dispute arises between the parties, each party will be limited to recovery of actual damages which, in our case, includes liquidated damages in Section 16 and damages provided in the Lanham Act or its state counterpart.

22.11 Attorneys' Fees. We will be entitled to collect, in addition to any award of damages or injunctive relief, our costs in enforcing our rights under this Agreement against you, including reasonable attorneys' fees, court costs, expert fees, costs of investigation, and other litigation expenses. We will also be entitled to collect our attorneys' fees, court costs, expert fees, costs of investigation, and other litigation expenses in the event we are the prevailing party with respect to any claim or counterclaim or other legal proceeding brought by you against us in connection with this Agreement or our relationship.

22.12 USA PATRIOT Act and Foreign Assets Control Regulations Compliance. You will, at all times, operate in compliance with any applicable laws, rules and regulations, including the USA PATRIOT Act (Public Law 107-56) and Foreign Assets Control Regulations (31 CFR Parts 500; 501). You represent and warrant that you, your Owners, directors, and employees: (i) are not included on any U.S. government list (including the Office of Foreign Assets Control ("OFAC")) of Persons with whom financial or similar transactions are prohibited; and (ii) are not subject to embargo or sanctions under OFAC regulations or similar U.S. government laws, regulations, or Executive Orders. Further, you will promptly notify us if any of the covenants and representations in this Section is inaccurate, and you will cooperate with us in any resulting audits or investigations.

22.13 Variations Among Agreements. We reserve the right to vary standards for any other franchisee based on a particular area, circumstance, business practice or other condition that we deem important to the other franchisee's successful operation. You have no rights based on our variation from standard practices and will not be entitled to require us to grant you a similar variation under this Agreement.

22.14 Opportunity to Investigate. You acknowledge that you have had full opportunity to investigate independently our operations and be thoroughly advised of the terms and conditions of this Agreement by counsel of your choice. Unless expressly provided otherwise, this Agreement is exclusively for our and your benefit and may not give rise to liability to any third party unless specifically stated.

22.15 Integration. You acknowledge that we have fully explained our operations to you, that you understand their uses, benefits and limitations; and that we made no representations to you as to the financial benefit to be gained under this Agreement. You have not relied on any written or oral representations except those specifically made a part of this Agreement in writing. This Agreement, any Exhibits, and any Addendum signed by our authorized officer and you represent the entire integrated agreement between us and you and supersede all prior negotiations or agreements, either written or oral, between the parties. Nothing in



this or any related agreement, however, is intended to disclaim the representations we made in the Franchise Disclosure Document that we furnished to you. DO NOT SIGN THIS AGREEMENT IF YOU BELIEVE WE OR ANY OF OUR REPRESENTATIVES HAS PROMISED YOU SOMETHING THAT IS NOT PART OF THIS AGREEMENT, ANY ATTACHED ADDENDUM OR THE DISCLOSURE DOCUMENT.

22.16 Consent. In those instances where our prior consent is required without identifying the method or timing for consent, you will request consent in writing, and we will notify you of our decision within thirty (30) days after receiving your written request and all supporting documents. Whenever our consent or approval is required under this Agreement, it must be in writing. If we do not respond within thirty (30) days the request is deemed denied. Our consent or approval will be effective only to the extent specifically stated and we will not be deemed to waive our right to consent to or approve any later request.

22.17 Our Rights. We have the right to operate, administrate, develop, and change the System in any manner that is not specifically precluded by this Agreement. You understand and agree that during the Term hereof, we or our Related Parties may develop internally or be in discussions with third parties for, products, services, concepts, systems, and techniques, including but not limited to, those that may be similar to or competitive with those offered by you, your Owners or your Related Parties and that nothing herein shall limit or restrict our right to develop or have developed, protect (whether by patent, trademark, copyright or other means) or market any such products, services, concepts, systems, or techniques.

22.18 Our Reasonable Business Judgment. Whenever we reserve discretion, or are deemed to have reserved discretion, in a particular area or we agree or are deemed to be required to exercise our rights reasonably or in good faith, we will satisfy our obligations by exercising Reasonable Business Judgment in making our decision or exercising our rights.

22.19 Counterparts/Facsimiles. This Agreement may be executed in counterparts, each of which will be deemed an original, and all of which constitute one and the same agreement. Electronic or facsimile copies of this Agreement have the same force and effect as the original and will be fully binding.

22.20 Further Assurances. The parties will execute any documents necessary to consummate and make effective the transactions contemplated by this Agreement as soon as practicable.

23.0 ADDITIONAL REPRESENTATIONS, WARRANTIES AND COVENANTS: You make the following additional warranties and representations that are an inducement on which we are relying to enter into this Agreement:

23.1 The information in the franchise application is accurate and complete. Any consents or authorizations in the application are incorporated into this Agreement and are effective for the Term.

23.2 You are not obtaining this Business for speculative purposes and have no present intention to sell or transfer or attempt to sell or transfer the Business in whole or in part.

23.3 You acknowledge the importance of the high and uniform standards of quality, appearance and service we impose in order to maintain the value of our name and the necessity of operating the Business in compliance with our Standards. You represent that you have the ability and intention to meet those Standards.



23.4 You have procured such certificates, licenses and permits, in addition to appropriate real estate licenses, necessary for you to carry on the Business contemplated by this Agreement.

23.5 Your signing of this Agreement does not violate or breach any other agreement or commitment to which you are bound.

23.6 Neither we nor any of our employees or representatives made any representations, promises, guarantees or warranties of any kind to induce you to sign this Agreement, except as specifically described in the Disclosure Document delivered to you. You acknowledge that the success of the Business is dependent on you and your Owners' efforts. Your non-exclusive right to use the System and its programs does not imply or guarantee you any level of business, any specific advertising programs, any number of recruits, or the receipt of referrals from our other franchisees or our Related Parties' franchisees. You and the Owners represent that you each intend to engage in the management or supervision of the Business. You agree to conduct the Business strictly in accordance with this Agreement and to exercise your continuous best efforts to maintain and develop the Business to its greatest potential.

23.7 You and each of your Owners acknowledge that your Owners, employees, brokers and independent agents are not our employees, brokers or independent agents, and that you are solely responsible for the day-to-day operation of the Business according to your own judgment, and in accordance with the Agreement and the mandatory provisions in the P&P Manual.

23.8 You and each Owner have had the opportunity to read this Agreement, the P&P Manual table of contents, and the Disclosure Document, and understand their terms. You acknowledge that you have had not less than fourteen (14) calendar days (or 10 business days in Michigan and New York) to review our Disclosure Document before signing this Agreement.

23.9 As of the Opening Date, the Owners will be, and shall during the entire Term remain in full compliance with all applicable federal, state and local laws and regulations, including without limitation all applicable laws and regulations governing (i) the operation of a real estate brokerage office, (including the Real Estate Settlement Procedures Act), (ii) labor and employment, including, but not limited, to, wage and hour laws and laws prohibiting forced or child labor, and (iii) applicable federal, state and local laws related to privacy, data security, data protection, direct marketing, consumer protection, and workplace privacy laws, along with the rules requirements, and regulations of any applicable jurisdiction, including without limitation the California Consumer Privacy Act of 2018, state data breach notification laws, information security requirements such as 201 Mass. Code Reg. 1.700, and all similar federal, state, and local laws and all applicable industry standards concerning privacy, confidentiality, and data security You acknowledge that we have no responsibility for ensuring that the Business is developed and operated in compliance with all applicable laws and regulations, and that we shall have no liability in the event the development and operation of the Business violates any law or regulation. Further, Owners will not engage in any human trafficking, nor use any child or forced labor, including indentured labor, bonded labor or prison labor, in connection with the Business.

24.0 STATE LAW ADDENDA. The state law addenda included in Exhibits G through G-4 are an integral part of this Agreement. If your Office is to be located in California, Georgia, Illinois, North Dakota, Rhode Island, South Dakota or Wisconsin, or you are a resident of any of those states (except for Virginia), the respective state law addendum included in Exhibit G amends this Agreement. Additionally, if you are a resident of Maryland, Minnesota, Washington or Illinois, the state law addendum included in Exhibits G-1 through G-4 amend this Agreement, and you must sign the Maryland, Minnesota, Washington or Illinois Addendum to Franchise Agreement, as applicable.



EXHIBIT A
REAL ESTATE FRANCHISE AGREEMENT

Franchisee's Legal Name: _____
Business Name: ERA _____

This Exhibit is an integral part of the Real Estate Franchise Agreement ("Agreement") between ERA Franchise Systems LLC ("we" or "us") and you ("Franchisee" or "you"). This Exhibit will not be modified except by written agreement signed by both you and us.

OWNERSHIP INTERESTS

I. Franchisee Ownership. You represent and warrant that the following Persons own ownership interests in Franchisee as stated below:

Name:

Interest:

II. Underlying Ownership. The words "Owner" and "Owners" in the Agreement include each "Person" who has a direct ownership interest in Franchisee. If any Owner listed above is a corporation, partnership or other legal entity, you represent and warrant that the ownership interest stated below for the Owners are accurate and complete:

Name of Legal Entity: _____

Name:

**Ownership
Interest:**

Name of Legal Entity: _____

Name:

**Ownership
Interest:**

If additional legal entities are Owners of Franchisee or if additional Persons have ownership interests in the legal entity listed above, such information is included on additional pages attached to, and made a part of, this Exhibit A.



EXHIBIT B
REAL ESTATE FRANCHISE AGREEMENT

GUARANTY OF PAYMENT AND PERFORMANCE

This Guaranty of Payment and Performance is given by the undersigned, _____ (**individually a “Guarantor” and collectively “Guarantors”**), effective as of the Effective Date of the Franchise Agreement to ERA Franchise Systems LLC ("Franchisor"), in order to induce Franchisor to accept _____ ("Franchisee") as a franchisee of Franchisor.

Each Guarantor, independently of Franchisee's obligations, jointly and severally, guarantees to Franchisor the prompt payment and performance, when due of all of Franchisee's obligations under the Franchise Agreement(s) between Franchisor and Franchisee, including any renewal, extension replacement or modification of the agreement (the "Agreement"), and other agreements or instruments of indebtedness, including, but not limited to, any promissory notes of any kind, now existing or hereafter signed by Franchisee. This Guaranty applies to all obligations in the Agreement, including payment of the initial franchise fee, all Royalty Fees, advertising fund contributions, charges for manuals, supplies, materials, services and products furnished by Franchisor, audit fees, assignment fees, attorneys' fees, referral fees, obligations to indemnify and other such charges, fees and assessments under the Agreement. This Guaranty incorporates by reference, as if contained fully in this Guaranty, Sections 22.9 (Waiver of Jury Trial) and 22.10 (Waiver of Punitive Damages) of the Agreement, and the Guarantors knowingly and voluntarily waive their right to a jury trial and to seek punitive damages. Guarantors also agree that Section 22.8 (Waiver of Class Action) of the Agreement is incorporated in this Guaranty, as if contained fully in this Guaranty, and Guarantors waive any right to proceed against Franchisor by way of a class action.

This Guaranty will be deemed continuing in nature and will apply to Franchisee's obligations for the Office(s) (as defined in the Agreement) and all Future Office(s) (as defined in the Agreement). This Guaranty will not be discharged by any compromise of any debt and/or the extension of payment deadlines. Guarantors waive defenses based on presentment, demand, protest, notice of protest and dishonor, and diligence in collecting any obligation under the Agreement. Franchisor will not be required to pursue any remedy against Franchisee as a condition of the Guarantors' obligation under this Guaranty.

It will not be a condition to the enforcement of this Guaranty that Guarantors will be given any notice.

The obligation of each Guarantor is an absolute and unconditional obligation and constitutes a guaranty of payment and performance. Separate action(s) may be brought and prosecuted against Guarantors whether action is brought against Franchisee or Franchisee is joined in any such action(s). Guarantors waive to the fullest extent permitted by law, the benefit of any statute of limitations affecting their liability under this agreement or the enforcement of this Guaranty. Any Guarantor who is a married person agrees that recourse may be had against his or her separate property for his or her obligations under the Agreement. Without the prior written consent of Franchisor, Guarantors will not transfer or convey any property described in the Personal Financial Statement (or such other similar document) submitted to Franchisor for review and acceptance of Franchisee to an individual, trust or other legal entity for the purpose of protecting or shielding such assets from the claims or rights that Franchisor may have under this Guaranty.

Each Guarantor expressly waives notice of the acceptance of this Guaranty and agrees that Franchisor's actions or failure to act will not in any way limit or discharge Guarantor's liability under this Guaranty.



This Guaranty and the Guarantors' liabilities and obligations under this Guaranty are binding on Guarantors and their respective heirs, executors, successors and assigns (and if applicable, successor trusts and trustees), and inure to the benefit of and are enforceable by Franchisor and its successors, transferees, and assigns.

This Guaranty will be governed by the laws of the State of New Jersey in all respects, including matters of construction, validity, and performance, and its terms and provisions may not be waived, altered, modified, or amended except in writing duly signed by an authorized officer of Franchisor and by Guarantors.

Each Guarantor submits to the non-exclusive personal jurisdiction of the state and federal courts of New Jersey with respect to any claims arising out of the Agreement, this Guaranty or the business relationship between Franchisor and Franchisee. Such litigation will have venue in the state courts in Morris County, New Jersey, or in the United States District Court for the District of New Jersey.

If any provision of this Guaranty contravenes or is held invalid under the laws of any jurisdiction, this Guaranty will be construed as if it did not contain that provision, and the rights and liabilities of the parties will be construed and enforced accordingly.

This Guaranty may be executed in counterparts, each of which will be deemed an original, and all of which, when taken together, will constitute one Guaranty. Electronic and facsimile copies of this Guaranty will be deemed to have the same force and effect as the original and will be fully binding on all Guarantors.

THE GUARANTORS SIGNING THIS GUARANTY REPRESENT AND WARRANT THAT THE PERSON SIGNING THE AGREEMENT IS AUTHORIZED TO BIND THE FRANCHISEE TO THE TERMS OF THE AGREEMENT AND ANY FUTURE AGREEMENTS UNLESS THEY PROVIDE NOTICE OTHERWISE TO FRANCHISOR. THE GUARANTORS ACKNOWLEDGE THAT FRANCHISOR IS EXPRESSLY RELYING ON THIS REPRESENTATION IN ENTERING INTO THE AGREEMENT.

Individually and Personally

Individually and Personally

Individually and Personally



EXHIBIT C REAL ESTATE FRANCHISE AGREEMENT

GLOSSARY OF TERMS

For your reference, the capitalized terms used in the Agreement will have the meaning set forth below.

“Approved Supplier” means all suppliers we approve in the P&P Manual or other written communication with you.

“Branch Office” is any approved ERA® Office you operate, other than the Main Office or a Limited Purpose Office.

“Broker Price Opinions” means standard, non-substantive residential value estimates issued to financial institutions or others for a nominal fee and do not include appraisals or other substantive estimates or opinions of value.

“Business” means the performance of real estate brokerage services for Residential Real Estate or Commercial Real Estate.

“Calculation Year” is defined in Section 7.2.

“Client Information” is defined in Section 16.7.3.

“Confidential Information” means information owned or licensed by us and involving the operation of the Business, including without limitation, the P&P Manual, procedures related to our proprietary communications and referral systems, and other methods and information. Confidential Information does not include information that (a) is or becomes generally available to the public; (b) was within the recipient’s possession prior to it being furnished; (c) is or becomes available to the recipient from a source that is not, to its knowledge, prohibited from disclosing such information to it by a legal, contractual, or fiduciary obligation of confidentiality; or (d) is independently developed by the recipient.

“Commercial Real Estate” means services relating to the listing, offering, selling, exchanging, purchasing, auctioning, managing, leasing, renting or consulting regarding any and all commercial real property and any ancillary personal property related to a commercial real estate transaction authorized under applicable commercial broker licensing laws, which may vary, from time to time based on state laws.

“CPI” is defined in Section 12.1.

“Disclaimer” is defined in Section 4.10.

“Disclosure Document” means our Franchise Disclosure Document used in the offer and sale of franchises in your state in effect at the time you sign the Agreement.

“Effective Date” is defined in Section 1.1.

“Excluded Business” is defined in Section 4.2.

“Expiration Date” is defined in Section 1.5.

“Franchisee” is defined in Section 1.2.

“Franchisor” is defined in Section 1.1.

“Future Office” means future Branch Offices and Limited Purpose Offices.

“Gross Revenue” means all money or things of value, calculated at their fair market value in United States currency, received or receivable (earned but not yet received), by you (including, without limitation, all revenues and commissions whether or not other individuals or entities are entitled to retain such revenues or commissions), directly or indirectly, in connection with the Business (earned in compliance with all laws)



including transactions and services that require a real estate or auctioneer's license and/or in which you use the Marks or the System in any manner. "Gross Revenue" will include all such revenue before the deduction of any fees, costs or expenses you incur. Notwithstanding the above, the following referral fees will be deducted from Gross Revenue: (i) referral fees paid to other licensed brokers operating under a Realogy brand franchise agreement; (ii) referral fees paid to any referral networks owned or operated by Realogy or its Related Parties; or (iii) referral fees up to 5% of Gross Revenue paid to brokers or referral networks not related to Realogy. Any amounts deposited in the Business's bank accounts will be deemed Gross Revenue earned in compliance with all laws unless proven otherwise.

"Improvements" is defined in Section 14.2.

"Limited Purpose Offices" is defined in Section 5.5.

"Limited Purpose Office Addendum" means the Limited Purpose Office Addendum in the form and with such terms and conditions in effect at the time you are granted the right to operate from a particular or new Limited Purpose Office.

"Location Addendum" means the Location Addendum in the form and with such terms and conditions in effect, at the time you are granted rights to operate from a particular or new Branch Office.

"Main Office" is the first ERA® Office you operate (or such other substitute Office that has been designated as your Main Office in our electronic reporting system).

"Marks" means the trademarks, service marks and trade dress that we authorize you to use in the P&P Manual, including all additional or substitute trademarks, service marks and trade dress that we may authorize you to use.

"Minimum Monthly Royalty Fees" is defined in Section 7.1.5.

"Minimum Operating Standards" is defined in Section 16.2.6.

"Office" means any authorized office covered by this Agreement as of the Effective Date or later added by a writing signed by both parties.

"Opening Date" is defined in Section 1.7.

"Owner" is defined in Section 1.3 and Exhibit A.

"Pending Transactions" is defined in Section 7.1.2.

"Person" means an individual, a partnership, a trust, a corporation, a limited liability company, an association and any other incorporated or unincorporated organization or entity.

"Personal Transaction" is defined in Section 7.1.3.

"P&P Manual" means our Policy and Procedures Manual, including the Identity Standards Manual.

"Property Management Services" means acting as agent for an owner of real property (including projects governed by Homeowners' Associations, apartment complexes, and resort properties), performing all services required in connection with the day-to-day management and operation of the property, including, but not limited to: (i) collecting rents or other amounts due the property owner; (ii) enforcing tenants' lease obligations; (iii) receiving service of process for litigation or condemnation proceedings; (iv) securing permits and licenses for the property's management and operation; (v) contracting for or overseeing utility repairs, maintenance, alterations, and/or purchasing and maintaining equipment, personal property, supplies or materials; (vi) performing property maintenance services; (vii) performing construction services on the property; and/or (viii) any short-term leasing or rental activity (having a nonrenewable term of less than 90 days). Leasing or rental activity involving



longer term rentals (“Extended Rentals”) will only be considered Property Management services if, in connection with the Extended Rentals, you perform additional Property Management services described above and your fees for the Extended Rentals are not distinguishable from the other Property Management service fees.

“Qualified ERA Firm” means an ERA Firm that is eligible to receive VIP under this Agreement and the P&P Manual.

“Realogy” means our parent company, Realogy Holdings Corp., its successors and assigns.

“Reasonable Business Judgment” means any decision we make or action we take that promotes or benefits the System generally, even if the decision or action also promotes our financial or other interest, or if other reasonable or arguably preferable alternatives exist and regardless of whether an individual brokerage may be unfavorably affected. This includes, but is not limited to, our actions to (i) increase the value of the Marks; (ii) increase or enhance the overall franchisee or customer satisfaction; (iii) minimize possible brand inconsistencies or customer confusion; (iv) enhance or encourage modernization; or (v) improve the competitive position of the System.

“Related Party” means, with respect to a particular Person, a Person who, directly or indirectly, owns or controls that Person, is owned or controlled by that Person, or is under common control with that Person. Control, in this context, means the possession of executive power to direct or to cause the direction of the management and policies of a Person, whether through voting power, ownership, by contract or otherwise.

“Residential Real Estate” means real estate consisting of a residential dwelling (including an apartment within a multi-family building), including leaseholds of dwellings (including rental and management of properties), cooperatives, condominiums, fractional

ownership, timeshares, manufactured homes, panelized or pre-fabricated housing, undeveloped land, building lots, resort, farm and ranch real estate and any other form of real estate for which a residential real estate brokerage license is required under applicable law.

“Responsible Broker” means your licensed real estate broker as required under the laws of the state in which the Office is located.

“Royalty Fee” has the meaning in Section 7.1.1.

“Standards” means our mandatory specifications, standards, methods and procedures prescribed by us in the P&P Manual, the Identity Standards Manual or this Agreement.

“System” means the business format and methods developed or licensed by us for the promotion of independently owned and operated real estate brokerage offices, including policies, procedures and techniques designed to enable such offices to compete more effectively in the real estate sales market. The System includes use and promotion of certain Marks, copyrights, trade secrets, centralized advertising programs, talent attraction programs, referral programs and sales and management education programs. We have the right to update the System at any time and expect to continue to do so in our Reasonable Business Judgment. The System does not include any real estate or other investment syndication business of any kind.

“System Components” is defined in Section 4.5.1.

“Term” is defined in Section 1.5.

“Trade Name” is defined in Section 2.1.

“Transferee” is defined in Section 15.7.

“Transfer of the Franchise” is defined in Section 15.4.



“URL” means uniform resource locator (also known as a domain name or website address).

“VIP Table” is defined in Section 7.2.

“Volume Incentive Plan Award” is defined in Section 7.2.



**EXHIBIT D
REAL ESTATE FRANCHISE AGREEMENT**

AUTHORIZED OFFICES

You are authorized to operate Offices under the terms of this Agreement at the following addresses:

1.	
2.	
3.	
4.	
5.	

This Exhibit is an integral part of the Franchise Agreement (“Agreement”) between ERA Franchise Systems LLC (“we” or “us”) and you (“Franchisee” or “you”). This Exhibit will not be modified except by written agreement signed by both you and us.



EXHIBIT E
REAL ESTATE FRANCHISE AGREEMENT

2022 VOLUME INCENTIVE PLAN TABLE

	Annual Gross Revenue Ranges			Maximum Range Amount Amount	Multiplier Rate	Maximum Award Per Range	Cumulative Maximum Award
	From		To				
I	\$0	-	\$4,211,347	\$4,211,347	N/A	\$0	\$0
II	\$4,211,348	-	\$5,615,130	\$1,403,781	N/A (1)	\$3,750	\$3,750
III	\$5,615,131	-	\$8,422,694	\$2,807,564	1.25%	\$35,095	\$38,845
IV	\$8,422,695	-	\$11,230,259	\$2,807,564	1.50%	\$42,113	\$80,958
V	\$11,230,260	-	\$14,037,824	\$2,807,564	1.75%	\$49,132	\$130,090
VI	\$14,037,825	-	\$16,845,389	\$2,807,564	2.00%	\$56,151	\$186,242
VII	\$16,845,390	-	\$19,652,953	\$2,807,564	2.25%	\$63,170	\$249,412
VIII	\$19,652,954	-	\$22,460,518	\$2,807,564	2.50%	\$70,189	\$319,601
VIV	\$22,460,519	-	\$25,268,083	\$2,807,564	2.75%	\$77,208	\$396,809
X	\$25,268,084	-	and above	*	3.00%	*	*

The maximum award is paid upon Franchisee achieving the Range II minimum amount.

*No maximum award will be calculated at 3% of Gross Revenues above \$25,268,083

Within each range over \$5,615,130, an Award is calculated by multiplying the “Gross Revenues” achieved by you within the range by the “Multiplier Rate” for that range. The total Volume Incentive Plan for any year is equal to the sum of the Volume Incentive Plan attributable to all the ranges.



EXHIBIT F REAL ESTATE FRANCHISE AGREEMENT

SECURITY AGREEMENT

This Security Agreement ("Security Agreement") is made as of _____, between _____, ("Debtor"), and ERA Franchise Systems LLC ("Secured Party").

For good and valuable consideration, the receipt and sufficiency of which are acknowledged, Debtor grants to Secured Party a security interest in all accounts receivable and payment intangibles; cash proceeds; contract rights; leases; furniture; furnishings; equipment; fixtures; inventory; commissions; real estate listings, listing agreements and related rights which are located at, utilized by or related to the real estate brokerage business conducted by Debtor and including the proceeds therefrom and any and all amendments or replacements thereto and any rebate/award program (or similar incentive programs) to which Debtor and/or any Co-Debtors may be entitled pursuant to any franchise agreement entered into with Secured Party, together with all such rights and property hereafter acquired by Debtor and Co-Debtors; and all general intangibles (collectively, the "Collateral") as well as all parts, replacements, substitutions, profits, products and cash and non-cash proceeds of the foregoing Collateral (including insurance and condemnation proceeds payable by reason of condemnation of or loss or damage thereto). [Add following only for Security Agreements filed in New Jersey - The Collateral described herein falls within the scope of the Uniform Commercial Code enacted in New Jersey, including N.J.S.A. 12A:9-102 and N.J.S.A. 12A:9-109.] The foregoing Collateral is granted to Secured Party as security for (i) the prompt payment of any promissory notes executed by Debtor in favor of Secured Party, and any renewals, compromises, extensions, modifications, accelerations or other changes in the time for performance or other terms (the "Notes"), and (ii) performance under any franchise agreements between Debtor and Secured Party, as the same may be amended (the "Franchise Agreements"), and (iii) all other agreements between Debtor and Secured Party.

SECTION 1 -- DEBTOR'S OBLIGATIONS. Debtor agrees to the following:

(a) Debtor will properly maintain and care for the Collateral and will not remove the Collateral from the Offices (as defined in the Franchise Agreements).

(b) Debtor will notify Secured Party in writing prior to any change in Debtor's place of business;

(c) Debtor has not executed and will not execute as Debtor any security agreement or financing statement covering any of the Collateral except with Secured Party, nor will Debtor pledge or encumber the Collateral, or allow any lien to be placed against the Collateral, whether voluntary or involuntary;

(d) Debtor represents and warrants to Secured Party that the Collateral shall not become collateral for any other obligations previously incurred, nor collateral under any other security agreement(s) previously executed by Debtor; and

(e) Debtor will not sell, contract for sale or otherwise dispose of any of the Collateral except in the ordinary course of business.

SECTION 2 -- DEFAULTS. Debtor shall be in default under this Security Agreement upon the occurrence of any of the following events or conditions (an "Event of Default"):



(a) The failure by Debtor to pay any amount when due under the terms and provisions of the Notes (after applicable grace periods, if any); or

(b) Debtor's breach of any term, provision, warranty or representation set forth in this Security Agreement or in the Franchise Agreements, or in any other agreement between Debtor and Secured Party; or

(c) The making of any levy on, or seizure or attachment of, any of the Collateral, if such levy, seizure or attachment is not set aside within fifteen (15) days; or

(d) The dissolution, termination of existence or insolvency of Debtor; the appointment of a receiver of all or any part of the property of Debtor; an assignment for the benefit of creditors by Debtor; the calling of a meeting of creditors of Debtor; or the commencement of any proceeding under any bankruptcy or insolvency laws by or against Debtor or any guarantor, surety or endorser for Debtor; or

(e) Any guarantor, surety or endorser for Debtor defaulting in any obligation or material liability to Secured Party, if Debtor does not cure the default within five (5) days of receiving written notice.

SECTION 3 -- REMEDIES AFTER DEFAULT.

(a) If an Event of Default occurs, in addition to all other rights and remedies given Secured Party under any and all agreements by and among Secured Party, Debtor and/or Debtor's guarantors, or otherwise by law, may do one or more of the following, without notice to or demand upon Debtor:

1) Declare all obligations secured by this Security Agreement immediately due and payable;

2) Enforce the security interest given under this Security Agreement and otherwise exercise the rights of a secured creditor provided under the laws of the state in which the Office is located

3) Require Debtor to assemble the Collateral and make it available to Secured Party; and/or

4) Enter any office or offices of Debtor and take possession of the Collateral and of the records pertaining to the Collateral.

(b) Secured Party may apply the proceeds of any disposition of Collateral available for satisfaction of Debtor's indebtedness, which shall include the reasonable expenses of such sale, in any order of preference that Secured Party, chooses in its sole discretion. Debtor shall remain liable for any deficiency.

SECTION 4 -- INSURANCE PROCEEDS. So long as no default exists under this Security Agreement, the proceeds of fire and casualty insurance covering the Collateral may be used by Debtor for the repair and restoration of Debtor's facilities or Offices (as defined in the Franchise Agreements).

SECTION 5 -- DUTIES OF SECURED PARTY. Secured Party's duties or responsibilities with reference to the Collateral shall be limited solely to the duties and responsibilities in this Security Agreement and Secured Party shall not be responsible in any way for the condition, depreciation or



maintenance of the Collateral other than as described in this Security Agreement. Debtor shall pay when due all taxes, charges, liens and assessments against the Collateral.

SECTION 6 -- MISCELLANEOUS.

(a) Waiver. Any express or implied waiver of any provision of this Security Agreement and any delay or failure by Secured Party to enforce any provision of this Security Agreement shall not preclude Secured Party from later enforcing any such provision.

(b) Governing Law. This Security Agreement shall be governed by and construed according to the laws of the State of New Jersey.

(c) Remedies. All rights and remedies provided in this Security Agreement are cumulative and not exclusive of any rights or remedies otherwise provided by law. Any single or partial exercise of any right or remedy shall not preclude its further exercise or the exercise of any other right or remedy.

(d) Financing Statement. At the same time this Security Agreement is signed, Secured Party shall file a UCC-1 Financing Statement with the Secretary of State in the state of formation (or residence if a sole proprietor) of the Debtor or other appropriate governmental authority to perfect the security interest created by this Security Agreement. Debtor will sign such other documents as Secured Party may reasonably require to perfect its security interest in the Collateral.

(e) Notices. In the event either party desires to give notice to the other with regard to this Security Agreement, the notice shall be in writing and may be hand delivered, express mailed, or sent by certified or registered mail. Mailed notices as provided under this Security Agreement shall be deemed to be given two (2) days after they are sent. Such notices shall be sent to the address provided for such party in the Franchise Agreements, unless a party gives notice of a change of its address.

(f) Successors in Interest. This Security Agreement shall inure to the benefit of, and be binding upon, the successors in interest of the parties hereto.

(g) Amendments. This Security Agreement may only be amended by a writing signed by both parties.

(h) Entire Agreement. This Security Agreement constitutes the entire agreement between the parties regarding the matters discussed in this Security Agreement, all representations or understandings, whether oral or written, having been incorporated or otherwise superseded by this Security Agreement.

(i) Facsimiles. Facsimile or electronic copies of this Security Agreement shall be deemed to have the same force and effect as the original and shall be fully binding on all parties.



THE PERSON SIGNING THIS AGREEMENT ON BEHALF OF THE DEBTOR REPRESENTS AND WARRANTS THAT HE OR SHE IS A DULY APPOINTED OFFICER OR OTHERWISE HAS BEEN AUTHORIZED TO BIND THE DEBTOR TO THE TERMS OF THIS SECURITY AGREEMENT.

WHEREFORE, the parties have signed this Security Agreement effective as of the date set forth above.

DEBTOR

By: _____
Name: _____
Title: **Authorized Person**
Date: _____

SECURED PARTY

By: _____
[Authorized Person]
Date: _____



EXHIBIT G REAL ESTATE FRANCHISE AGREEMENT

STATE LAW ADDENDA

CALIFORNIA

If you are a resident of California, the following provisions will apply and will supersede any provision in this Agreement to the contrary:

- A. Termination and Non-renewal: Section 16 of this Agreement relates to renewal and termination of the franchise. California Business and Professions Codes Sections 20000 through 20043 provide rights to you concerning termination, transfer or non-renewal of the franchise. The Federal Bankruptcy Code also provides rights to you concerning termination of the Franchise Agreement upon certain bankruptcy-related events. If this Agreement contains a provision that is inconsistent with the law, the law will control.
- B. The Franchise Agreement requires application of the laws of New Jersey. This provision may not be enforceable under California law.
- C. The Franchise Agreement contains a liquidated damages clause. Under California Civil Code §1671, certain liquidated damages clauses are unenforceable.
- D. The Franchise Agreement contains a covenant not to compete which extends beyond the termination of the franchise. This provision may not be enforceable under California law.

GEORGIA

If you are a resident of Georgia, the following provisions will apply and will supersede any provision in this Agreement to the contrary:

- A. Section 20.1 of the Agreement is deleted in its entirety and replaced with the following:

20.1 In Term. During the Term, you, your Owners, officers, guarantors, and Responsible Broker (for so long as each are engaged or employed by you) will not, directly or indirectly, through ownership or otherwise, engage in any other real estate brokerage business, other than the Business or any Real Estate Related Excluded Business authorized under this Agreement, within 15 miles of any Office authorized under this Agreement without our advance written consent. Moreover, your Owners, officers, guarantors, and Responsible Broker will not engage in any other residential real estate brokerage business or divert real estate brokerage business from the Business in the market you serve.

ILLINOIS

If you are a resident of Illinois, or you are a resident of another state and you intend for the franchise to be operational in Illinois, the state law addendum included in Exhibit G-1 amends this Agreement. You must sign the Illinois State Addendum to Franchise Agreement provided in Exhibit G-1.



MARYLAND

If you are a resident of Maryland or you are a resident of another state and you intend for the franchise to be operational in Maryland, the state law addendum included in Exhibit G-2 amends this Agreement. You must sign the Maryland State Addendum to Franchise Agreement provided in Exhibit G-2.

MINNESOTA

If you are a resident of Minnesota, the state law addendum included in Exhibit G-3 amends this Agreement. You must sign the Minnesota Addendum to Franchise Agreement provided in Exhibit G-3.

NORTH DAKOTA

If you are a resident of North Dakota, the following provisions will apply and will supersede any provision in this Agreement to the contrary:

Revisions: The North Dakota Securities Commissioner has held the following to be appropriate and required revisions to franchise agreements for Franchisees in North Dakota:

- A. Covenants not to compete on termination or expiration of the franchise agreement that conflict with Section 9-08-06 of the North Dakota Century Code are generally unenforceable in the State of North Dakota.
- B. North Dakota law provides that any arbitration between Franchisor and Franchisee relating to the franchise be held at a location mutually agreeable to both Franchisor and Franchisee. North Dakota law prohibits mandatory arbitration at a site remote from the location of the franchise.
- C. North Dakota Franchisees are not required to consent to the jurisdiction of courts outside of North Dakota. All franchise agreements for North Dakota franchises will be governed by the laws of the state of North Dakota.
- D. Any provision of the franchise agreement requiring the Franchisee to consent to liquidated damages or termination penalties is unfair and inequitable to Franchisees.
- E. North Dakota Franchisees are not required to sign a general release on the renewal of the franchise agreement. Consequently, any provision of a franchise agreement as it applies to the requirement that Franchisee's execute a general release on renewal does not apply to North Dakota Franchises.
- F. North Dakota Franchisees are not required to consent to a waiver of the right to a class action. Consequently, Section 22.8 of the Agreement as it applies to the waiver of the right to a class action does not apply to North Dakota Franchisees.
- G. North Dakota Franchisees are not required to waive their right to a jury trial. Consequently, Section 22.9 does not apply to North Dakota Franchisees.



- H. North Dakota Franchisees are not required to consent to a waiver of exemplary and punitive damages. Consequently, Section 22.10 of the Agreement does not apply to North Dakota Franchisees.
- I. This Agreement will be governed by the laws of the state of North Dakota.

RHODE ISLAND

If you are a resident of Rhode Island, the following provisions will apply and will supersede any provision in this Agreement to the contrary:

- A. Jurisdiction and Venue: A provision in a franchise agreement restricting jurisdiction or venue to a forum outside Rhode Island or requiring the application of the laws of another state is void with respect to a claim otherwise enforceable under the Rhode Island Franchise Investment Act.
- B. Section 19-28.1-14 of the Rhode Island Franchise Investment Act provides that:

“A provision in a franchise agreement restricting jurisdiction or venue to a forum outside this state or requiring the application of the laws of another state is void with respect to a claim otherwise enforceable under this Act.”

This supersedes Section 22.7 or any other contrary provision of the Agreement.

SOUTH DAKOTA

If you are a resident of South Dakota, the following provisions will apply and will supersede any provision in this Agreement to the contrary:

- A. South Dakota Law: Section 22.6 of this Agreement relates to the laws governing this Agreement. Notwithstanding anything to the contrary in Section 22.6, the law regarding franchise registration, employment, covenants not to compete, and other matters of local concern will be governed by the laws of the State of South Dakota. However, as to contractual and all other matters, this Agreement and all of its provisions will be and remain subject to the application, construction, enforcement and interpretation under the governing law in Section 22.6.
- B. South Dakota Cause of Action: Section 22.7 of this Agreement relates to, among other things, judicial proceedings between the parties. Notwithstanding anything to the contrary contained in Section 22.7, under South Dakota law any provision in this Agreement that designates jurisdiction or venue, or that requires Franchisee to agree to jurisdiction or venue, in a judicial forum outside of South Dakota is void with respect to any cause of action which is otherwise enforceable in South Dakota.
- C. Termination: Section 16 of this Agreement pertains to default and termination of the franchise. Notwithstanding the provisions of Section 16, you will be provided with 30 days' written notice and opportunity to cure any breach of this Agreement, any failure to



meet performance and quality standards or any failure to make payments of Royalty Fees required by this Agreement.

- D. Disclaimers: Notwithstanding anything to the contrary contained in this Agreement, under South Dakota Codified Laws, Section 37-5B-21, any acknowledgment provision, disclaimer or integration clause, or other provision having a similar effect, in this Agreement will not negate or act to remove from judicial review any statement, misrepresentation or action that would violate this Chapter of the Law or a rule or order under this Chapter.

WASHINGTON

If you are a resident of Washington, the state law addendum included in Exhibit G-4 amends this Agreement. You must sign the Washington Addendum to Franchise Agreement provided in Exhibit G-4.

WISCONSIN

If you are a resident of Wisconsin, the following provisions will apply and will supersede any provision in this Agreement to the contrary:

- A. Wisconsin Law: The Wisconsin Fair Dealership Law applies to franchising in the State of Wisconsin. This Law prohibits the termination, cancellation, non-renewal or substantial change of the competitive circumstances of a franchise agreement without good cause.
- B. Inconsistent Provisions: The Wisconsin Fair Dealership Law supersedes any provisions contained in this Agreement that are inconsistent with the Law. If a conflict under this Agreement arises, the Law will prevail.
- C. Written Notice: The Wisconsin Fair Dealership Law further provides that 90 days' prior written notice of termination, cancellation, non-renewal or substantial change of the competitive circumstances of a franchise agreement must be given to the Franchisee. The Franchisee has 10 days to cure the non-payment of fees to franchisor and 60 days to cure any other deficiency and, if the deficiency is so cured within the applicable cure period, the notice of termination is void.



EXHIBIT G-1

ILLINOIS ADDENDUM TO FRANCHISE AGREEMENT

If you are a resident of Illinois or you are a resident of another state and you intend for the franchise to be operational in Illinois, to the extent 815 ILCS 705/1 et seq. (the Illinois Franchise Disclosure Act, Ill) applies, the following provisions will apply and will supersede any provision in this Agreement to the contrary:

- A. Illinois law governs the Franchise Agreement.
- B. Section 4 of the Illinois Franchise Disclosure Act provides that any provision in a franchise agreement that designates jurisdiction or venue outside the State of Illinois is void. However, a franchise agreement may provide for arbitration outside of Illinois.
- C. Section 41 of the Illinois Franchise Disclosure Act provides that any condition, stipulation or provision purporting to bind any person acquiring any franchise to waive compliance with the Illinois Franchise Disclosure Act or any other law of Illinois is void.
- D. Your rights upon termination and non-renewal of a franchise agreement are set forth in section 19 and 20 of the Illinois Franchise Disclosure Act.

IN WITNESS WHEREOF, the undersigned have executed this Addendum as of the date Franchisor signs below.

FRANCHISOR:

ERA Franchise Systems, LLC

By: _____
Its: _____
Date: _____

FRANCHISEE:

By: _____
Its: _____
Date: _____



EXHIBIT G-2

MARYLAND ADDENDUM TO FRANCHISE AGREEMENT

If you are a resident of Maryland or you are a resident of another state and you intend for the franchise to be operational in Maryland, the following provisions will apply and will supersede any provision in this Agreement to the contrary:

- A. Franchisee may bring a lawsuit in Maryland against us for claims arising under the Maryland Franchise Registration and Disclosure Law.
- B. The general release required as a condition to renewal, sale and or assignment/transfer will not apply to any liability under the Maryland Franchise Registration and Disclosure Law.
- C. Any claims arising under the Maryland Franchise Registration and Disclosure Law must be brought within 3 years after the grant of the franchise.
- D. The representations of Franchisee in the Franchise Agreement are not intended, nor will they act, as a release, estoppel or waiver of any liability incurred under the Maryland Franchise Registration and Disclosure Law.

Each provision of this Section will be effective only to the extent that, with respect to the provision, the jurisdictional requirement of the Maryland Franchise Registration and Disclosure Law are met independently without reference to this Section.

IN WITNESS WHEREOF, the undersigned have executed this Addendum as of the date Franchisor signs below.

FRANCHISOR:

FRANCHISEE:

ERA Franchise Systems, LLC

By: _____

By: _____

Its: _____

Its: _____

Date: _____

Date: _____



EXHIBIT G-3

MINNESOTA ADDENDUM TO FRANCHISE AGREEMENT

If you are a resident of Minnesota, the following provisions will apply and will supersede any provision in this Agreement to the contrary:

- A. Termination and Non-renewal: Section 16 of this Agreement relates to renewal and termination of the franchise. With respect to franchises governed by Minnesota law, Franchisor will comply with Minnesota Statutes, Section 80C.14, Subdivisions 3, 4, and 5, which require, except in certain specified cases, that the Franchisee be given 90 days' notice of termination (with 60 days to cure) and 180 days' notice for non-renewal of the Agreement.
- B. Sections 22.5 through 22.9 of this Agreement relate to judicial proceedings. Judicial proceedings may take place outside of Minnesota. The provisions of Sections 22.5 through 22.9 will not in any way abrogate or reduce any right of Franchisee, as provided under Minnesota Statutes, Chapter 80C, or Minnesota Rule 2860.4400J, including the right to submit matters to the jurisdiction of Minnesota courts or the right to a jury trial.
- C. Franchisee Indemnification: We agree to indemnify and save you harmless from any loss, costs or expenses arising out of or related to any claim, suit or demand against you relating to your use of the Marks in accordance with this Agreement.
- D. General Release Not Required: Notwithstanding any terms in this Agreement, you are not required to agree to any general release as a condition for approval of any assignment, transfer or renewal of this Agreement.
- E. No Waiver of Bond: Notwithstanding any terms of this Agreement, Franchisee is not required to consent in advance as to any application by Franchisor for injunctive relief or to waive any bond.

FRANCHISOR:

ERA Franchise Systems, LLC

By: _____
Its: _____
Date: _____

FRANCHISEE:

By: _____
Its: _____
Date: _____



EXHIBIT G-4

WASHINGTON ADDENDUM TO FRANCHISE AGREEMENT

If you are a resident of Washington, the following provisions will apply and will supersede any provision in this Agreement to the contrary:

- A. Termination and Non-Renewal: The State of Washington has a statute, RCW 19.100.180, which may supersede the Franchise Agreement in your relationship with the franchisor including the areas of termination and renewal of your franchise. There may also be court decisions which may supersede the Franchise Agreement in your relationship with the franchisor including the areas of termination and renewal of your franchise.
- B. Dispute Resolution: In any arbitration or mediation involving a franchise purchased in Washington, the arbitration or mediation site will be either in the State of Washington, or in a place mutually agreed upon at the time of the arbitration or mediation, or as determined by the arbitrator or mediator at the time of arbitration or mediation. In addition, if litigation is not precluded by the franchise agreement, a franchisee may bring an action or proceeding arising out of or in connection with the sale of franchises, or a violation of the Washington Franchise Investment Protection Act, in Washington
- C. Conflict of Laws: In the event of a conflict of laws, the provisions of the Washington Franchise Investment Protection Act, Chapter 19.100 RCW shall prevail.
- D. Release: A release or waiver of rights executed by a franchisee may not include rights under the Washington Franchise Investment Protection Act or any rule or order thereunder except when executed pursuant to a negotiated settlement after the agreement is in effect and where the parties are represented by independent counsel. Provisions such as those which unreasonably restrict or limit the statute of limitations period for claims under the Act, rights or remedies under the Act such as a right to a jury trial may not be enforceable.
- E. Transfer Fees: Transfer fees are collectable to the extent that they reflect the franchisor's reasonable estimated or actual costs in effecting a transfer.
- F. Employment Non-Competition Covenants: The State of Washington has a statute, RCW 49.62.020, that makes a noncompetition covenant void and unenforceable against an employee, including an employee of a franchisee, unless the employee's earnings from the party seeking enforcement, when annualized, exceed \$100,000 per year (an amount that will be adjusted annually for inflation). In addition, a noncompetition covenant is void and unenforceable against an independent contractor of a franchisee under RCW 49.62.030 unless the independent contractor's earnings from the party seeking enforcement, when annualized, exceed \$250,000 per year (and amount that will be adjusted annually for inflation). As a result, any provisions contained in the franchise agreement or elsewhere that conflict with these limitations are void and unenforceable in Washington.



- G. Non-Solicitation: The State of Washington has a statute, RCW 49.62.060, that prohibits a franchisor from restricting, restraining, or prohibiting a franchisee from (i) soliciting or hiring any employees of a franchisee of the same franchisor, or (ii) soliciting or hiring any employee of the franchisor. As a result, any such provisions contained in the franchise agreement or elsewhere are void and unenforceable in Washington.

IN WITNESS WHEREOF, the undersigned have executed this Addendum as of the date Franchisor signs below.

FRANCHISOR:

FRANCHISEE:

ERA Franchise Systems, LLC

By: _____
Its: _____
Date: _____

By: _____
Its: _____
Date: _____

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EXHIBIT C-1

**ERA REAL ESTATE POWERED® OFFICE
ADDENDUM TO ERA FRANCHISE AGREEMENT**

This ERA Real Estate Powered® Office Addendum (“Addendum”) is hereby made a part of the ERA Franchise Agreement dated _____ (“Agreement”) by and between ERA Franchise Systems LLC (“Franchisor”), and _____ (“Franchisee”). This Addendum will be effective as of the date signed by Franchisor.

RECITALS

A. Franchisee has requested that it be able to operate as an ERA Real Estate Powered® Office and has met Franchisor’s required qualifications to operate as an ERA Real Estate Powered Office.

B. Franchisor has permitted Franchisee to operate as an ERA Real Estate Powered Office pursuant to the requirements set forth below. This ERA Real Estate Powered® Office is and will for all purposes be an ERA® real estate brokerage office, and, except as provided in this Addendum, will be operated in the same manner as other franchised ERA real estate brokerage offices.

C. Except as modified by this Addendum, the Franchise Agreement and all its terms and provisions are affirmed and will govern Franchisee’s operations. All capitalized terms used in this Addendum and not defined will have the meaning in the Franchise Agreement.

TERMS OF ADDENDUM

In consideration of the provisions set forth in the Franchise Agreement, the promises in this Addendum, and other good and valuable consideration, the delivery, receipt, and sufficiency of which are hereby acknowledged, the parties mutually agree as follows:

1. MARKS.

The primary Mark used by the Franchisee will be “ERA Real Estate Powered” along with its Trade Name and logo, if desired, in accordance with the P&P Manual.

2. BUSINESS NAME.

Franchisee must operate the Business solely under the trade name “_____ ERA”, or _____ ERA Powered” (“Trade Name”) and must use no other name in connection with any advertising, promotion and/or operation of the Business. Any display of the Marks or use of the system must comply with the P&P Manual. We have the right to review and require corrections and modifications to any display of Franchisee’s trade name or Franchisor’s Marks.

3. ADDITIONAL POLICIES AND PROCEDURES.

The presentation of the ERA Real Estate Powered Marks may be governed by special provisions under the P&P Manual. To the extent these special provisions conflict with other requirements for a traditional ERA® office, the special ERA Real Estate Powered provisions will govern. The terms of the P&P Manual may from time to time be revised and/or supplemented. Franchisee will comply with provisions dealing with the ERA Real Estate Powered Office, which may be added to the P&P Manual. Franchisee further agrees to comply with the provisions of an ERA Real Estate Powered Identity Standard Manual (the “ERA Real Estate Powered Manual”) and as it may be revised and/or supplemented.

4. ASSIGNMENT OF ERA REAL ESTATE POWERED® OFFICE.

In addition to those provisions of the Franchise Agreement regarding assignment or Transfer of the Franchise, any assignment or Transfer of the Franchise, inclusive of this ERA Real Estate Powered® Addendum, will be limited to an assignment or Transfer of the Franchise to: (i) an existing ERA franchisee that meets Franchisor's requirements for an ERA Real Estate Powered Office; or (ii) an assignment of the Main Office to a franchisee that meets Franchisor's requirements for an ERA Real Estate Powered Office. In all events, however, any such proposed assignee must meet Franchisor's criteria, as well as any other terms or conditions established by Franchisor pursuant to the Franchise Agreement.

5. MISCELLANEOUS

A. This Amendment will not become effective until signed by an authorized officer of Franchisor.

B. You choose to become an ERA Real Estate Powered Office and understand and acknowledge that this document will amend the Agreement as detailed above. In the case of any ambiguity or conflict with the Agreement, this Addendum will control. This Addendum constitutes the entire agreement between Franchisor and you with respect to the ERA Real Estate Powered Office. No modification of the Agreement or of this Addendum, the Agreement remains full force and effect.

6. COUNTERPARTS/FACSIMILES.

This Addendum may be executed in any number of counterparts, each of which will be deemed an original, and all of which will constitute one and the same agreement. Facsimile or electronic copies of this Addendum will be deemed to have the same force and effect as the original and will be fully binding.

THE PERSON SIGNING THIS ADDENDUM ON BEHALF OF THE FRANCHISEE REPRESENTS AND WARRANTS THAT HE OR SHE IS DULY APPOINTED OFFICER OR OTHERWISE HAS BEEN AUTHORIZED TO BIND THE FRANCHISEE TO THE TERMS OF THIS AGREEMENT.

IN WITNESS WHEREOF, the parties hereto have caused this Addendum (and the Franchise Agreement to which it is made a part), to be executed as of the Effective Date.

FRANCHISEE

By: _____ Date: _____

ERA FRANCHISE SYSTEMS LLC

By: _____ Date: _____
[Authorized Person]

EXHIBIT C-2

LOCATION ADDENDUM TO FRANCHISE AGREEMENT

THIS LOCATION ADDENDUM TO THE FRANCHISE AGREEMENT (the "Addendum") by and between ERA FRANCHISE SYSTEMS LLC ("Franchisor" or "us") and _____ ("Franchisee" or "you") will be effective as of the date of execution by Franchisor (the "Effective Date"). Franchise # _____

RECITALS

- A. Franchisee, or a Related Party, presently operates an approved ERA franchise, the main office of which is located at _____ (the "Main Office"). Franchisee and Franchisor have signed a Franchise Agreement governing the operation of the Main Office (as well as any other authorized Offices) with the effective date of _____ for Franchise # _____ (the "Agreement").
- B. Franchisee seeks to open a Branch Office at _____ to be operated under the terms of the Agreement.
- C. Franchisor has agreed to grant Franchisee the right to operate another authorized Branch Office under the terms and conditions of the Agreement, as amended by this Addendum.

AGREEMENT

In consideration of the provisions in the Agreement, the promises in this Addendum, and other good and valuable consideration, the delivery, receipt, and sufficiency of which are acknowledged, the parties mutually agree as follows:

1. The Agreement is amended by adding Section __ as follows:

__ **SPECIAL STIPULATIONS**

__.**1 Location.** Franchisee has been approved to and may operate a Branch Office (the "New Office") at _____ (Franchise # _____). The New Office will commence business under the System on _____ ("New Office Opening Date").

__.**2 Expiration Date.** The "Expiration Date" will mean _____.

__.**3 Initial Franchise Fee.** Franchisee will pay Franchisor an initial franchise fee of \$_____ for the New Office added by this Addendum.

__.**4 Brand Marketing Fund.** *Franchisees in the system prior to March 31, 2015 may elect one of the following BMF structures. Franchisees in the system April 1, 2015, or later are only offered the Two Tier BMF option:*

A. Brand Marketing Fund – Two Tier. You will pay us each month during the Term a Brand Marketing Fund ("BMF") contribution equal to a percentage of Gross Revenue according to the following schedule:

Gross Revenue (reported and paid on a calendar year basis)	Percentage Payable as a BMF Contribution
Up to \$4,000,000	1.5%
More than \$4,000,000	0.5%

You must pay the BMF contribution for each month within twenty (20) days after being invoiced. To be eligible for the .5% BMF contribution rate above, you must have reported and paid Royalty Fees and BMF contributions on all Gross Revenue. All Gross Revenue on which Royalty Fees and BMF contributions are not paid within thirty (30) days of accrual shall be subject to a 1.5% BMF contribution. On January 1st of each year, your Gross Revenue, for purposes of this Section will be reset and on an annualized basis, you will pay a BMF contribution of 1.5% of Gross Revenue on all Gross Revenue up to \$4,000,000 (the “BMF Threshold”) and 0.5% on all Gross Revenue over \$4,000,000 (except as otherwise stated in this Section). We reserve the right to increase the BMF Threshold each year by an amount not to exceed 5% of the BMF Threshold, as adjusted. This increase shall supersede and replace any other sections of the Agreement related to BMF increases.

OR,

A. Brand Marketing Fund – Min/Max. For purposes of the New Office, the requirements to pay Brand Marketing Fund (“BMF”) contributions will be governed by the Agreement, except that the minimum and maximum BMF contributions for the New Office will be **\$454** and **\$1,792** respectively (subject to annual adjustment under the Agreement). Franchisee must pay BMF contributions separately for each Office, unless otherwise set forth in the Agreement. The BMF contribution for each month is due within twenty (20) days after being invoiced. Franchisee acknowledges that Franchisor will use the BMF for the purposes described in Item 11 of the Disclosure Document.

B. Annual Fee Increases. Notwithstanding anything to the contrary in the Agreement, the following provision shall govern Franchisor’s right to increase certain fees in the Agreement:

On April 1 each year, we may, at our sole option, increase the minimum and maximum BMF contributions. No percentage increase in fee will exceed the greater of (i) the percentage increase of the Consumer Price Index for all Urban Consumers, U.S. City Average (1967=100) (“CPI”) during the period between November of the applicable base year of such particular fee and the November immediately preceding the date of the proposed fee increase, plus 3%, (ii) the yield to maturity on United States Treasury Bonds (as listed in The Wall Street Journal or such other source as we deem reliable) maturing approximately 10 years after November 1st in the year preceding the date of the proposed fee increase, plus 3%, or (iii) the U.S. Average Existing Single Family Home Sales Price annual increase, not seasonally adjusted, yearly percent change, as quoted in the July National Association of Realtors® Press release or any other nationally recognized source of housing price data, at our discretion, plus 3%. We may round to the nearest dollar the amount of any fee increase. The applicable base year for each fee is defined for CPI purposes as the calendar year immediately preceding the year in which we last raised the fee under this Section. Any fee increase (for example, minimum monthly BMF contribution) does not change the applicable base year for any other fee not increased at that time.

__5 Termination by Franchisee. Except as provided in this Addendum, any termination right granted to Franchisee under the Agreement for retirement, death or disability is deleted in its entirety and replaced with the following:

Termination upon Death/Disability of Majority Owner. If a majority Owner dies or becomes physically or mentally disabled (corroborated by written evidence from a treating physician) and you elect to wind up the Business and distribute all of the Business’s assets to the Owners (as opposed to transferring the assets to a third party), you may terminate the Agreement, without penalty, if the following conditions are satisfied:

- (a) You provide us at least ninety (90) days prior written notice of your intent to terminate;
- (b) At the time of the notice, the deceased or disabled majority Owner owns at least 51% of the equity interest in you or the Business's assets and manages your day-to-day operations;
- (c) You are not in default on the date that the notice is delivered or on the date of termination ("Termination Date");
- (d) You provide any documents we request demonstrating your dissolution;
- (e) Before the Termination Date, you pay any outstanding indebtedness you owe us including, but not limited to, Royalty Fees, advertising fund contributions and all amounts not previously paid and/or forgiven under any existing promissory notes (or any other instrument of indebtedness);
- (f) You and each remaining Owner agree that they will not own or operate any real estate brokerage within two miles of any authorized Office for a period ending the earlier of (i) the Expiration Date, or (ii) two years after the Termination Date; and
- (g) You enter into a written termination agreement. We will not be entitled to recover any liquidated damages under the Agreement if you comply with this Section and perform the post-termination obligations within ten (10) days after the Termination Date.

___6 Waiver of Jury Trial. The parties waive the right to a jury trial in any action related to the Surviving Agreement or any aspect of the relationship between Franchisee, Franchisor, any guarantor and their respective successors and assigns.

___7 Waiver of Punitive Damages. We and you (and your Owners and guarantors) fully waive any right to or claim for any punitive or exemplary damages against each other. If any dispute arises between you and us, you and we will each be limited to recovery of actual damages which, in our case, includes liquidated damages in Section 16 of the Agreement and damages provided in the Lanham Act or its state counterpart.

___8 Opportunity to Investigate. You acknowledge that you have had full opportunity to be thoroughly advised of the terms and conditions of this Addendum by counsel of your choice. Unless expressly provided otherwise, this Addendum is exclusively for our and your benefit and may not give rise to liability to any third party unless specifically stated.

___9 Assistance. We are not the employer of you or any of your employees, your brokers or independent sales associates. Any education, support, advice or resources we provide to you in connection with the Business is solely for the purpose of protecting the Marks and goodwill associated with the System and assisting you in the operation of the Business, and not for the purpose of controlling in or in any way exercising or exerting control over your decisions or the day-to-day operation of the Business, including your personnel-related decisions.

2. Except as stated in this Addendum, no further additions, modifications or deletions to the Agreement are intended by the parties or made by this Addendum. All capitalized terms not otherwise defined in this Addendum will have the meanings given in the Agreement. The headings in this

Addendum are for convenience only, do not constitute a part of this Addendum, and will not be deemed to limit or affect any of the provisions of this Addendum. The stipulations in this Addendum apply to the Agreement and supersede any inconsistent or conflicting provisions in the Agreement. These stipulations apply only to Franchisee and are not transferable or assignable.

3. Franchisee agrees to keep confidential the terms of this Addendum. If the terms in this Addendum become known to any third party resulting from disclosure by or on behalf of Franchisee, except for Franchisee's disclosure to its legal counsel, accountant, or employees with a need to know the information, any provisions of this Addendum that were made for Franchisee's benefit will become immediately null and void and will forever cease to exist. *In addition, if Franchisee is in default under the Agreement and Franchisee fails to timely cure such default after notice from Franchisor, any provisions of this Addendum that were made for Franchisee's benefit will immediately become null and void, without any further notice from Franchisor, and will forever cease to exist.*

4. This Addendum may be executed in any number of counterparts, each of which will be deemed an original, and all of which will constitute one and the same agreement. Facsimile or electronic copies of this Addendum will be deemed to have the same force and effect as the original and will be fully bindings.

5. **WAIVER OF CLAIMS.** In consideration of the rights granted in this Addendum, Franchisee and its owners, partners, members and/or shareholders hereby expressly release, remise, acquit and discharge Franchisor and its predecessors, successors, parents, parent's predecessors, subsidiaries, affiliates, assigns, as well as each of their respective officers, directors, employees and agents (collectively "Releasees") from and forever waive and relinquish any and all claims, counterclaims, rights, setoffs, suits, damages (including, but not limited to, compensatory damages, tort damages, contract damages and punitive damages) demands, obligations, warranties, covenants, debts and causes of action of every nature, character and description, known and unknown, vested or contingent (collectively "Claims") that Franchisee or its owners, partners, members and/or shareholders, individually or collectively, have or may have against any and all Releasees including, but not limited to, all Claims relating in any manner to, or otherwise resulting from, or arising out of: (i) the relationship between the parties prior to the execution of this Addendum; (ii) the franchise sales transaction (to the extent permitted by law); (iii) the Agreement and this Addendum; and/or (iv) any other agreements (including other franchise agreements) by and between Franchisee and/or its owners, partners, members and/or shareholders and Franchisor. In providing this release, Franchisee and its owners, partners, members and/or shareholders expressly acknowledge that: (x) to the extent the laws of the State of Washington govern the relationship of the parties hereto, notwithstanding the general release and waiver of claims herein, consistent with the Franchise Agreement(s) and Washington law, this release and waiver of rights executed by you will not include the release or waiver of rights under the Washington Franchise Investment Protection Act; and (y) to the extent the laws of the State of California govern the relationship of the parties hereto, Franchisee and its owners, partners, members and/or Shareholders are fully familiar with the provisions of Section 1542 of the Civil Code of the State of California and each expressly waives any and all rights under Section 1542 of the Civil Code of the State of California which provides as follows:

"A General Release does not extend to claims which the creditor or releasing party does not know or suspect to exist in his or her favor at the time of executing the release and that, if known by him or her, would have materially affected his or her settlement with the debtor or released party."

THE PERSON SIGNING THIS ADDENDUM ON BEHALF OF THE FRANCHISEE REPRESENTS AND WARRANTS THAT HE OR SHE IS A DULY APPOINTED OFFICER OR OTHERWISE HAS BEEN AUTHORIZED TO BIND THE FRANCHISEE TO THE TERMS OF THIS ADDENDUM.

FRANCHISEE

By: _____ Dated: _____

Its: Authorized Officer/Member/Person

FRANCHISOR

By: _____ Dated: _____

[Authorized Person]

EXHIBIT C-3

TERM EXTENSION ADDENDUM TO FRANCHISE AGREEMENT

THIS TERM EXTENSION ADDENDUM TO THE FRANCHISE AGREEMENT (the "Addendum") by and between ERA Franchise Systems LLC ("Franchisor" or "us") and [REDACTED] ("Franchisee" or "you") will be effective as of the date of execution by Franchisor (the "Effective Date") Franchise #_____.

RECITALS

A. Franchisee presently operates an approved ERA franchise, the main office of which is located at _____ (the "Main Offices"). Franchisee and Franchisor have signed a Franchise Agreement governing the operation of the Main Office (as well as any other authorized Offices) with the effective date of _____ for Franchise # _____ (the "Agreement") with an expiration date of _____.

B. Franchisee and Franchisor seek to extend their franchise relationship for the Main Office (as well as any other authorized Offices) for a ten-year term under the terms and conditions of the Agreement, as amended by this Addendum.

AGREEMENT

In consideration of the provisions in the Agreement, the promises in this Addendum, and other good and valuable consideration, the delivery, receipt, and sufficiency of which are acknowledged, the parties mutually agree as follows:

1. The Agreement is amended by adding Section __ as follows:

___.1 **Expiration Date.** The "Expiration Date" will now mean [REDACTED].

___.2 **Brand Marketing Fund.** *Franchisees in the system prior to March 31, 2015 may elect one of the following BMF structures. Franchisees in the system April 1, 2015, or later are only offered the Two Tier BMF option:*

A. **Brand Marketing Fund – Two Tier.** You will pay us each month during the Term a Brand Marketing Fund ("BMF") contribution equal to a percentage of Gross Revenue according to the following schedule:

Gross Revenue (reported and paid on a calendar year basis)	Percentage Payable as a BMF Contribution
Up to \$4,000,000	1.5%
More than \$4,000,000	0.5%

You must pay the BMF contribution for each month within twenty (20) days after being invoiced. To be eligible for the .5% BMF contribution rate above, you must have reported and paid Royalty Fees and BMF contributions on all Gross Revenue. All Gross Revenue on which Royalty Fees and BMF contributions are not paid within thirty (30) days of accrual shall be subject to a 1.5% BMF contribution. On January 1st of each year, your Gross Revenue, for purposes of this Section will be reset and on an annualized basis, you will pay a BMF contribution of 1.5% of Gross Revenue on all Gross Revenue up to \$4,000,000 (the "BMF Threshold") and 0.5% on all Gross Revenue over \$4,000,000 (except as otherwise stated in this Section). We reserve the right to increase the BMF Threshold each year by an amount not to exceed 5% of the BMF Threshold, as adjusted. This increase shall supersede and replace any other sections of the Agreement related to BMF increases.

OR,

A. Brand Marketing Fund – Min/Max. Beginning on [REDACTED], Franchisee's monthly minimum and maximum Brand Marketing Fund ("BMF") contribution will be adjusted to the then-current monthly minimum and maximum BMF contribution of **\$454** and **\$1,792**, respectively (as of April 1, 2022), which will be subject to annual adjustments provided in the Agreement, as amended by this Addendum. Franchisee must pay BMF contributions separately for each Office, unless otherwise set forth in the Agreement. The BMF contribution for each month is due within twenty (20) days after being invoiced. Franchisee acknowledges that Franchisor will use the BMF for the purposes described in Item 11 of the Disclosure Document. Moreover, all percentage limitations on the categories of BMF expenses are deleted from the Agreement.

B. Annual Fee Increases. Notwithstanding anything to the contrary in the Agreement, the following provision shall govern Franchisor's right to increase certain fees in the Agreement:

On April 1 each year, we may, at our sole option, increase the minimum and maximum BMF contributions. No percentage increase in fee will exceed the greater of (i) the percentage increase of the Consumer Price Index for all Urban Consumers, U.S. City Average (1967=100) ("CPI") during the period between November of the applicable base year of such particular fee and the November immediately preceding the date of the proposed fee increase, plus 3%, (ii) the yield to maturity on United States Treasury Bonds (as listed in The Wall Street Journal or such other source as we deem reliable) maturing approximately 10 years after November 1st in the year preceding the date of the proposed fee increase, plus 3%, or (iii) the U.S. Average Existing Single Family Home Sales Price annual increase, not seasonally adjusted, yearly percent change, as quoted in the July National Association of Realtors® Press release or any other nationally recognized source of housing price data, at our discretion, plus 3%. We may round to the nearest dollar the amount of any fee increase. The applicable base year for each fee is defined for CPI purposes as the calendar year immediately preceding the year in which we last raised the fee under this Section. Any fee increase (for example, minimum monthly BMF contribution) does not change the applicable base year for any other fee not increased at that time.

___3 Renewal Rights. Section ___ of the Agreement regarding the parties' renewal rights is deleted in its entirety.

___4 Termination by Franchisee. Except as provided in this Addendum, any termination right granted to Franchisee under the Agreement for retirement, death, disability or any reason is deleted in its entirety and replaced with the following:

Termination upon Death/Disability of Majority Owner. If a majority Owner dies or becomes physically or mentally disabled (corroborated by written evidence from a treating physician) and you elect to wind up the Business and distribute all of the Business's assets to the Owners (as opposed to transferring the assets to a third party), you may terminate the Agreement, without cause or penalty, if the following conditions are satisfied:

- (a) You provide us at least ninety (90) days prior written notice of your intent to terminate;
- (b) At the time of the notice, the deceased or disabled majority Owner owns at least 51% of the equity interest in you or the Business's assets and manages your day-to-day operations;
- (c) You are not in default on the date that the notice is delivered or on the date of termination ("Termination Date");

- (d) You provide any documents we request demonstrating your dissolution;
- (e) Before the Termination Date, you pay any outstanding indebtedness you owe us including, but not limited to, Royalty Fees, advertising fund contributions and all amounts not previously paid and/or forgiven under any existing promissory notes (or any other instrument of indebtedness);
- (f) You and each remaining Owner agree that they will not own or operate any real estate brokerage within two miles of any authorized Office for a period ending the earlier of (i) the Expiration Date, or (ii) two years after the Termination Date; and
- (g) You enter into a written termination agreement. We will not be entitled to recover any liquidated damages under the Agreement if you comply with this Section and perform the post-termination obligations within ten (10) days after the Termination Date.

__5 **Holding Over.** Section 16.1.2 of the Agreement is hereby deleted in its entirety and replaced with the following:

16.1.2 Holding Over. If you or an Owner uses the Marks after the expiration of this Agreement, you will be deemed to be operating on a month-to-month basis (“Holdover Period”). During any Holdover Period, all of your obligations will remain in full force and effect, as if this Agreement had not expired, and all obligations imposed on you upon expiration of this Agreement will take effect upon termination of the Holdover Period, provided, however, the Royalty Fee due during the Holdover Period will be an amount equal to twice the Royalty Fee otherwise due under Section 7.1. The month-to-month extension may be terminated by Franchisor, in its sole discretion, upon ten (10) days written notice to Franchisee. Additionally, we may consider you in default of this Agreement and may exercise all remedies available to us, including our pre-termination options set forth in Section 16.3, which includes suspension of services, or termination.

__6 **Waiver of Jury Trial.** The parties waive the right to a jury trial in any action related to the Agreement or any aspect of the relationship between Franchisee, Franchisor, any guarantor and their respective successors and assigns.

__7 **Waiver of Punitive Damages.** We and you (and your Owners and guarantors) fully waive any right to or claim for any punitive or exemplary damages against each other. If any dispute arises between you and us, you and we will each be limited to recovery of actual damages which, in our case, includes liquidated damages in Section 16 of the Agreement and damages provided in the Lanham Act or its state counterpart.

__8 **Opportunity to Investigate.** You acknowledge that you have had full opportunity to be thoroughly advised of the terms and conditions of this Addendum by counsel of your choice. Unless expressly provided otherwise, this Addendum is exclusively for our and your benefit and may not give rise to liability to any third party unless specifically stated.

__9 **Compliance with Laws.** As of the Effective Date, the Owners will be and shall, during the entire Term remain, in full compliance with all applicable federal, state and local laws and regulations, including without limitation all applicable laws and regulations governing (i) the operation of a real estate brokerage office, (including the Real Estate Settlement Procedures Act), (ii) labor and employment, including, but not limited, to, wage and hour laws and laws prohibiting forced or child labor, and (iii) data privacy, data breach response policies and security. You acknowledge that we have no responsibility to ensure that the Business is developed and operated in compliance with all applicable laws and regulations, and that we shall have no liability in the event the development and operation of the Business

violates any law or regulation. Further, Owners will not engage in any human trafficking, nor use any child or forced labor, including indentured labor, bonded labor or prison labor, in connection with the Business.

___10 Assistance. We are not the employer of you or any of your employees, your brokers or independent sales associates. Any education, support, advice or resources we provide to you in connection with the Business is solely for the purpose of protecting the Marks and goodwill associated with the System and assisting you in the operation of the Business, and not for the purpose of controlling in or in any way exercising or exerting control over your decisions or the day-to-day operation of the Business, including your personnel-related decisions.

2. Except as expressly stated in this Addendum, no further additions, modifications or deletions to the Agreement are intended by the parties or made by this Addendum. The Guaranty of Payment and Performance signed by any individual or entity to guarantee Franchisee's obligations under the Agreement with Franchisor will remain in full force and effect through the Expiration Date. All capitalized terms not otherwise defined in this Addendum will have the meanings provided in the Agreement. The headings in this Addendum are for convenience only, do not constitute a part of this Addendum, and will not be deemed to limit or affect any of the provisions of this Addendum. The stipulations in this Addendum supersede any inconsistent or conflicting provisions in the Agreement. These stipulations apply only to Franchisee and are not transferable or assignable.

3. Franchisee agrees to keep confidential the terms of this Addendum. If the terms in this Addendum become known to any third party resulting from disclosure by or on behalf of Franchisee, except for Franchisee's disclosure to its legal counsel, accountant, or employees with a need to know the information, any provisions of this Addendum that were made for Franchisee's benefit will become immediately null and void and will forever cease to exist. *In addition, if Franchisee is in default under the Agreement and Franchisee fails to timely cure such default after notice from Franchisor, any provisions of this Addendum that were made for Franchisee's benefit will immediately become null and void, without any further notice from Franchisor, and will forever cease to exist.*

4. This Addendum may be executed in any number of counterparts, each of which will be deemed an original, and all of which will constitute one and the same agreement. In addition, facsimile or electronic copies of this Addendum will be deemed to have the same force and effect as the original and, as such, will be fully binding.

5. WAIVER OF CLAIMS. In consideration of the modifications to the Agreement described above (including, but not limited to, the various rights and/or financing that Franchisor has provided to Franchisee) Franchisee and any and all owners, partners, members and/or shareholders expressly release, remise, acquit and discharge Franchisor and its predecessors, successors, parents, subsidiaries, affiliates, assigns as well as each of their respective officers, directors, employees and agents (collectively "Releasees") from and forever waive and relinquish, any and all claims, counterclaims, rights, setoffs, suits, damages (including, but not limited to, compensatory damages, tort damages, contract damages and punitive damages) demands, obligations, warranties, covenants, debts and causes of action of every nature, character and description, known and unknown, vested or contingent (collectively "Claims") that Franchisee or its owners, partners, members and/or shareholders, individually or collectively, have or may have against any and all Releasees, as applicable, as of the Effective Date of this Addendum, including, but not limited to, all Claims relating in any manner to, or otherwise resulting from, or arising out of: (i) the relationship between the parties prior to the execution of this Addendum; (ii) the franchise sales transaction (to the extent permitted by law); (iii) the Agreement and this Addendum; and/or (iv) any other agreements (including other franchise agreements) by and between Franchisee and/or its owners, partners, members and/or shareholders and Franchisor. In providing this release, Franchisee and its owners, partners, members and/or shareholders expressly acknowledge that: (x) to the extent the laws of the State of Washington govern the relationship of the parties hereto, notwithstanding the general release and waiver of claims herein, consistent with the Franchise Agreement(s) and Washington law, this release and

waiver of rights executed by you will not include the release or waiver of rights under the Washington Franchise Investment Protection Act; and (y) to the extent the laws of the State of California govern the relationship of the parties hereto, Franchisee and its owners, partners, members and/or shareholders are fully familiar with the provisions of Section 1542 of the Civil Code of the State of California and each expressly waives any and all rights under Section 1542 of the Civil Code of the State of California which provides as follows:

“A General Release does not extend to claims which the creditor or releasing party does not know or suspect to exist in his or her favor at the time of executing the release and that, if known by him or her, would have materially affected his or her settlement with the debtor or released party.”

THE PERSON SIGNING THIS AGREEMENT ON BEHALF OF THE FRANCHISEE REPRESENTS AND WARRANTS THAT HE OR SHE IS A DULY APPOINTED OFFICER OR OTHERWISE HAS BEEN AUTHORIZED TO BIND THE FRANCHISEE TO THE TERMS OF THIS AGREEMENT.

FRANCHISEE

By: _____ Dated: _____

Its: Authorized Officer/Member/Person

FRANCHISOR

By: _____ Dated: _____
[Authorized Person]

EXHIBIT C-4

**LIMITED PURPOSE OFFICE ADDENDUM TO
ERA® FRANCHISE AGREEMENT**

This Limited Purpose Office Addendum (“Addendum”) is made part of the ERA® Franchise Agreement dated _____ (the “Agreement”), by and between ERA Franchise Systems LLC (“Franchisor”), and _____ (“Franchisee”), Franchise No.: # _____. This Addendum will be effective as of the date set forth in Section 2 but will not be legally binding upon the parties until signed by both parties.

WHEREAS, Franchisee presently owns an ERA® franchise, the main office of which is located at _____ (the “Main Office”);

WHEREAS, Franchisee has requested to operate a real estate brokerage office known as an ERA® [choose LPO type: Satellite, Seasonal, Temporary Tract, Admin/Team] office (hereinafter referred to as the “Limited Purpose Office”), at the following location: _____ (the “Location”);

NOW THEREFORE, in consideration of the provisions in the Agreement, the promises in this Addendum, and other good and valuable consideration, the delivery, receipt, and sufficiency of which are acknowledged, the parties mutually agree as set forth below. All capitalized terms used in this Addendum and not defined herein will have the meaning in the Agreement.

1. GRANT OF LIMITED PURPOSE OFFICE. Franchisor hereby approves a Limited Purpose Office at the Location. This Limited Purpose Office will for all purposes be an ERA real estate brokerage office, and except as provided this Addendum, will be operated in the same manner as other franchised ERA real estate brokerage offices.

2. TERM. Unless terminated earlier under the provisions of the Agreement or this Addendum, the term of this Limited Purpose Office will begin on _____, 20____, and expire on December 31, 20____ (the “Initial Term”) At the end of the Initial Term and on each anniversary date of the expiration date of the Initial Term, the term of this Limited Purpose Office will be automatically extended for an additional one year period without any further action, until terminated under the terms of this Addendum. Notwithstanding anything to the contrary in the Franchise Agreement, the approval of this Limited Purpose Office will in no way hinder or prevent Franchisor from placing a new franchise location in close proximity to the Limited Purpose Office and Franchisee will have no standing to object to a new franchise based upon proximity of the Limited Purpose Office to the proposed new franchise.

3. FEES. Franchisee will pay a one-time fee of One Thousand Dollars (\$1,000.00) to Franchisor for this Limited Purpose Office.

4. OPERATIONS. Franchisee will operate the Limited Purpose Office in accordance with the terms of the Policy and Procedure Manual (the “P&P Manual”), as it may from time to time be revised and/or supplemented, including, but not limited to, the provisions regarding [choose LPO type] Offices.

5. ERA VOLUME INCENTIVE PROGRAM (“VIP”). For the purposes of calculating VIP, the Annual Gross Revenues for the Limited Purpose Office will be combined with the Franchisee’s Gross Revenues for the Main Office.

6. ORIENTATION. Franchisor will not pay any part of Franchisee’s costs of attendance of any delegate representing the Limited Purposes Office at any Orientation, and Franchisee has no obligation to require such a delegate to attend.

7. TERMINATION. Either party may terminate this Addendum on at least thirty (30) days' prior written notice to the other party before the end of Initial Term or any renewal term of this Addendum. In addition to the Agreement termination provisions, Franchisee agrees that the operation of this Limited Purpose Office is expressly contingent on the lawful operation of a real estate brokerage business under the System at the Main Office and that the termination or expiration of the Agreement for the Main Office will also result in the termination of this Addendum. In addition, Franchisee's failure to comply with any terms of this Addendum will be grounds for termination of this Addendum, the Agreement, and any other franchise agreements between Franchisor and Franchisee.

8. NO MINIMUMS. This Limited Purpose Office will not be subject to the minimum Royalty Fees or minimum Brand Marketing Fund contribution requirements, if any, in the Franchise Agreement. All Royalty Fees and Brand Marketing Fund contributions requirements relating to Gross Revenue generated from this Limited Purpose Office will be paid through the Main Office.

9. COUNTERPARTS/FACSIMILES. This Addendum may be executed in any number of counterparts, each of which will be deemed an original, and all of which will constitute one and the same agreement. Facsimile or electronic copies of this Addendum will be deemed to have the same force and effect as the original and will be fully binding.

10. Except as modified by this Addendum, the Agreement and all its terms are affirmed and will govern Franchisee's operation of the Limited Purpose Office.

THE PERSON SIGNING THIS ADDENDUM ON BEHALF OF THE FRANCHISEE REPRESENTS AND WARRANTS THAT HE OR SHE IS A DULY APPOINTED OFFICER OR OTHERWISE HAS BEEN AUTHORIZED TO BIND THE FRANCHISEE TO THE TERMS OF THIS ADDENDUM.

IN WITNESS WHEREOF, the parties have caused this Addendum to be signed by an authorized person.

FRANCHISEE: _____

By: _____

Dated: _____

Name: _____

Authorized Person

FRANCHISOR: **ERA Franchise Systems LLC**

By: _____

Dated: _____

[Authorized Person]

EXHIBIT C-5

GENERAL RELEASE AGREEMENT

This General Release Agreement (this "Release Agreement") is made as of _____, between _____ ("Franchisee"), and ERA Franchise Systems LLC ("Franchisor").

Franchisee and any and all owners, partners, members and/or shareholders hereby expressly release, remise, acquit and discharge Franchisor and its predecessors, successors, parents, subsidiaries, affiliates, assigns as well as each of their respective officers, directors, employees and agents (collectively "Releasees") from and forever waive and relinquish, any and all claims, counterclaims, rights, setoffs, suits, damages (including, but not limited to, compensatory damages, tort damages, contract damages and punitive damages) demands, obligations, warranties, covenants, debts and causes of action of every nature, character and description, known and unknown, vested or contingent (collectively "Claims") that Franchisee or its owners, partners, members and/or shareholders, individually or collectively, have or may have against any and all Releasees based on acts or omissions through the date this Addendum is signed by Franchisee including, but not limited to, all Claims relating in any manner to, or otherwise resulting from, or arising out of: (i) the relationship between the Parties before the execution of this Addendum; (ii) the franchise sales transaction (to the extent permitted by law); (iii) the Agreement and this Addendum; and/or (iv) any other agreements (including other franchise agreements) by and between Franchisee and/or its owners, partners, members and/or shareholders and Franchisor. In providing this release, Franchisee and its owners, partners, members and/or shareholders expressly acknowledge that: (x) to the extent the laws of the State of Washington govern the relationship of the parties hereto, notwithstanding the general release and waiver of claims herein, consistent with the Franchise Agreement(s) and Washington law, this release and waiver of rights executed by you will not include the release or waiver of rights under the Washington Franchise Investment Protection Act; and (y) to the extent the laws of the State of California govern the relationship of the Parties hereto, Franchisee and its owners, partners, members and/or shareholders are fully familiar with the provisions of Section 1542 of the Civil Code of the State of California and each expressly waives any and all rights under Section 1542 of the Civil Code of the State of California which provides as follows:

"A General Release does not extend to claims which the creditor or releasing party does not know or suspect to exist in his or her favor at the time of executing the release and that, if known by him or her, would have materially affected his or her settlement with the debtor or released party."

THE PERSON SIGNING THIS AGREEMENT ON BEHALF OF THE FRANCHISEE REPRESENTS AND WARRANTS THAT HE OR SHE IS A DULY APPOINTED OFFICER OR OTHERWISE HAS BEEN AUTHORIZED TO BIND THE FRANCHISEE TO THE TERMS OF THIS AGREEMENT.

IN WITNESS WHEREOF, the parties hereto have executed this Release Agreement effective as of the date first written above.

By: _____

Name: _____

Title: _____

ERA FRANCHISE SYSTEMS LLC

By: _____

[Authorized Person]

EXHIBIT C-6

Realogy NextGen Platform Broker Terms of Use

This Agreement describes the terms of use for Realogy Service Group LLC's next generation technology platform ("NextGen"). By accepting this Agreement or by accessing or using the Service, you (defined at the end of this Agreement) agree to be legally bound by this Agreement. Capitalized terms are defined in Section 17 below.

1. This Agreement

This Agreement is applicable to:

- Owner: The real estate brokerage that is registered with us as the owner of the Primary Account;
- Administrators: Individuals who are authorized by Owner to manage and operate the Primary Account on Owner's behalf; and
- Affiliated Agents: Individuals who are authorized by Owner to use the Service other than as an Administrator.

The terms "you" and "your" encompass Owner, Administrators, and Affiliated Agents. You represent that (i) you have the full right, power, and authority to enter into and perform this Agreement without the consent of any third party, and (ii) if you are an individual entering into the Agreement on behalf of Owner, you represent that you have the authority to legally bind Owner to the Agreement.

We may, in our sole discretion, amend this Agreement from time to time upon notice. Your continued use of the Service after any such change constitutes your acceptance of the amended Agreement. If you do not agree to any portion of this Agreement at any time, you must cease your access and use of the Service.

2. Use of the Service

A. Accounts. You must register, maintain, and create an Account. You are responsible and liable for all activities conducted in connection with your Account, and the accuracy of all information relating thereto, including contact, technical and payment information, and your login credentials. You will promptly (i) update any

Account information when it changes, and (ii) notify us of any unauthorized use of your Account, including any security or data breach. You may only connect to the Service through your Account and in accordance with our access procedures. You will not allow an Account to be shared or used by more than one individual. By providing us with your email address you consent to us sending you Service-related notices. Owner is solely responsible for designating and decommissioning Accounts, and for the acts and omissions of any User in respect of an Account, the Service, and compliance with the Agreement. ***A breach of the Agreement by any User will be deemed to be a breach by Owner, and you agree that we may take action against Owner, the User or both parties if a User breaches this Agreement.***

B. Service Rules. You will use the Service strictly in accordance with this Agreement, all Documentation, the Franchise Agreement, Service Terms of Use, Privacy Policies, and Applicable Law. Further, you will not engage in any of the following prohibited activities: (i) use the Service in violation of any third party license or agreement; (ii) use the Service to collect, process, or store bank account information, credit or debit card information, personally identifiable information pertaining to children under 13, or health or medical information (including 'Protected Health Information' as defined in the Health Insurance Portability and Accountability Act of 1996); (iii) sublicense, sell, transfer, assign, distribute, republish, rent, lease or transmit in any form or by any means any part of the Service; (iv) use, modify, copy, or create derivative works from the Service or Marks without the applicable Realogy Entity's prior written permission; (v) frame, mirror, embed or otherwise incorporate any portion of the Service in any other service or product; (vi) reverse

engineer, decompile, or disassemble any part of the Service, or use or access any part of the Service in connection with any other product or service using features, functions or graphics similar to any part of the Service; (vii) remove, obscure, or alter any Intellectual Property Rights notice related to any part of the Service or Marks; (viii) send or store unsolicited, infringing, harassing, obscene, threatening, harmful, defamatory, or otherwise unlawful Content; (ix) facilitate the transmission or use of any: (a) malicious code (including malware, viruses, worms, and Trojan horses); (b) traps, time bombs, or other code with a latent ability to disable or cripple software or services; or (c) code that would allow any party to interfere with or access any of portion of the Service; (x) interfere with or disrupt the integrity or performance of the Service; (xi) attempt or assist others to attempt to gain unauthorized access to the Service or its related systems or networks; or (xii) use the Service in any way not expressly authorized by this Agreement.

C. Service Changes; Suspension. We may, without prior notice, change the Service, stop or suspend access to any or all of the Service, or create usage limits for the Service. Your continued use of the Service after any change or limitation constitutes your acceptance thereof. We may also change the name of the Service at any time.

D. Monitoring; Records. We have the right, but not the obligation, to review and monitor your use of the Service at any time, with or without notice, including Communications, to ensure compliance with this Agreement and the Franchise Agreement. Upon written notice, you will promptly provide us copies of records related to your performance under this Agreement.

E. User Content and Behavior. Because we do not control Content (as defined below), you acknowledge and agree that we are not responsible for any Content and we make no guarantees regarding the accuracy, currency, suitability, or quality of any Content. Your interactions with Users and Consumers are solely between you and such Users and

Consumers. You agree that we will not be responsible for any loss or damage incurred as the result of any such interactions. If there is a dispute between you and any User or Consumer, we are under no obligation to become involved.

F. Your Representations. You represent and warrant that (i) you are entitled to grant the rights and licenses to Content under this Agreement and no Content will infringe any party's Intellectual Property Rights or violate Applicable Law, including in respect of the collection of personal data and MLS Feeds; (ii) you will not sell, license, or transfer to any party other than a Realogy Entity any information obtained through the Service; (iii) you have the right and authority to enter into this Agreement, and that by entering into or executing your obligations under this Agreement, you will not be in breach or violation of the terms of any agreement with or obligation to any third party. If you are Owner, you further represent and warrant that you (i) are and will remain in good standing under the laws of the jurisdiction in which you are organized and in such other additional jurisdictions where you are required to be and remain in good standing in connection with your real estate brokerage business or otherwise, and (ii) are and will remain in good standing under your Franchise Agreement and any other agreements with or obligations to any other Realogy Entity.

3. Licenses.

A. License to You. Subject to this Agreement, we grant you a non-exclusive, non-sublicenseable, nontransferable, limited right, solely during the term of the Agreement, to access and use the Service solely for your business purposes limited to real estate brokerage and related activities.

B. License to Us. You grant to the Realogy Entities a non-exclusive, sublicenseable, transferable, perpetual, irrevocable, royalty-free, worldwide license to use, develop, transmit, distribute, modify, reproduce, publicly display, and create derivative works of any Content (as defined

below) to provide, develop, maintain, support, and improve the Service and Franchisor's services.

4. Ownership Rights.

A. Our Ownership Rights. As between you and us, (i) we solely and exclusively own and will continue to own all right, title and interest in and to the Service and Marks; (ii) you will do nothing inconsistent with such ownership, including by challenging title or registering or attempting to register Marks or any similar trademarks; (iii) no title to or ownership in the Service or Marks, or any associated Intellectual Property Rights embodied therein, is transferred by implication to you under this Agreement; and (iv) any use of Marks by you that is permitted under this Agreement will inure to the benefit of and be on behalf of the applicable Realogy Entity. You will promptly notify the applicable Realogy Entity of any use of the Service or Marks by any party that is not authorized by this Agreement. If you provide any Realogy Entity with Feedback, you assign to such entity all right, title and interest in and to such Feedback, including all Intellectual Property Rights therein, waiving all claims thereto, including claims of payment and credit.

B. Your Ownership Rights. As between you and us, and subject to Section 4(A), you own all right, title and interest in and to your Content.

5. Data. You agree that we and the other Realogy Entities may collect, store, use, and distribute information in accordance with the Privacy Policies, including in respect of information and data regarding all Users and Consumers. You will comply with and consent to the Privacy Policies at all times.

6. Compliance and Industry Issues.

A. Compliance. ***We and the other Realogy Entities do not provide compliance services.*** You agree that the Service is provided for your convenience only, and not for purposes of enabling you to meet your obligations under

Applicable Law, the Franchise Agreement, and third party agreements. You are solely responsible for ensuring compliance with such obligations, including without limitation (i) Applicable Law relating to advertising and compliance of your MLS Feeds, (ii) communications-related Content, including those based on scripts and templates available in the Service, and (iii) compliance with privacy laws all as used in connection with the Service.

B. MLS Feeds. Portions of the Service, including Websites and Apps, may include MLS Feeds to the extent Owner has provided us access. We will develop Websites and Apps specifically for Owner, and Owner will have actual control of the content, design, and display of all MLS Listing information on the Websites and Apps.

C. Privacy Policy and Service Terms of Use. The recommended forms of Broker Privacy Policy and Service Terms of Use provided by us will be included on and apply to Websites and Apps. However, you will be solely responsible for providing to us all Broker-Specific Terms that are required by an MLS or Applicable Law to be included in the Service Terms of Use, and you will remain solely responsible for keeping the Broker-Specific Terms current at all times during the term of this Agreement by promptly providing updates of the Broker-Specific Terms to us. You acknowledge and agree that we and Franchisor will each be a third party beneficiary under the Service Terms of Use and the Privacy Policies, with the right to enforce the obligations set forth therein. We reserve the right, in our sole discretion and without prior notice to you, to update or change the recommended forms of Privacy Policies and/or Service Terms of Use from time to time.

7. Payment. If any amounts are due hereunder, you will pay us such amounts in accordance with invoices issued by us. Pricing for any portion of the Service is subject to change upon our notice. Pricing excludes, and you will pay, all taxes, but neither party will pay income taxes of the other party. For any invoice you fail to pay by its due date, we may charge

you a late penalty on the amount overdue each day it is overdue until it is paid, equal to the lesser of (a) the maximum legally permissible interest rate, and (b) an interest rate of five percent (5%). You may dispute an invoice in good faith, but must do so within thirty (30) days of the invoice date, otherwise you will be deemed to have irrevocably waived all rights and claims concerning such invoice. We may setoff amounts owed by you under this Agreement or any other obligation you have to any other Realogy Entity.

8. NO WARRANTIES.

THE SERVICE IS PROVIDED ON AN “AS IS” AND “AS AVAILABLE” BASIS WITHOUT WARRANTIES OF ANY KIND, EXPRESS, IMPLIED, OR STATUTORY. USE OF THE SERVICE HEREUNDER IS AT YOUR SOLE RISK. THE REALOGY ENTITIES DISCLAIM ALL WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT, AS WELL AS ANY IMPLIED WARRANTY ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING OR USAGE OF TRADE. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, THE REALOGY ENTITIES AND THEIR LICENSORS AND SUPPLIERS DO NOT WARRANT THAT ANY PORTION OF THE SERVICE, CONTENT THEREIN (INCLUDING WITHOUT LIMITATION ANALYTICS TOOLS AND SIMILAR FEATURES) OR MLS FEED IS ACCURATE, RELIABLE OR CORRECT; THAT THE SERVICE WILL MEET YOUR REQUIREMENTS OR COMPLY WITH LAWS APPLICABLE TO YOU, YOUR INDEPENDENT CONTRACTORS, OR YOUR CUSTOMERS; THAT ANY PORTION OF THE SERVICE WILL BE AVAILABLE AT ANY PARTICULAR TIME OR LOCATION, UNINTERRUPTED, BACKED UP, SECURE, OR FREE FROM BREACH OR INTERCEPTION OF DATA OR YOUR CONFIDENTIAL INFORMATION; THAT

ANY DEFECTS OR ERRORS WILL BE CORRECTED; OR THAT THE SERVICE IS FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. ANY CONTENT DOWNLOADED OR OTHERWISE OBTAINED THROUGH THE SERVICE IS DOWNLOADED AT YOUR OWN RISK. THE REALOGY ENTITIES DO NOT WARRANT, ENDORSE, GUARANTEE, OR ASSUME RESPONSIBILITY FOR ANY PRODUCT, SERVICE, LINK OR ADVERTISEMENT OFFERED BY ANY THIRD PARTY THROUGH THE SERVICE OR ANY LINKED WEBSITE OR SERVICE, AND NO REALOGY ENTITY WILL BE A PARTY TO OR IN ANY WAY MONITOR ANY TRANSACTION BETWEEN YOU AND ANY SUCH THIRD PARTY.

9. LIMITATION OF LIABILITY.

IN NO EVENT WILL ANY REALOGY ENTITY OR ANY OF THEIR EMPLOYEES, LICENSORS, CONSULTANTS, CONTRACTORS, OR DIRECTORS, BE LIABLE FOR COSTS OF PROCUREMENT OF SUBSTITUTE GOODS, LOSS OF REVENUES, LOSS OF PROFITS, LOSS OF DATA, OR FOR ANY DIRECT, INDIRECT, SPECIAL, CONSEQUENTIAL, INCIDENTAL, PUNITIVE, EXEMPLARY, OR SIMILAR DAMAGES. THIS LIMITATION OF LIABILITY APPLIES WHETHER THE ALLEGED LIABILITY IS BASED ON CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER BASIS, EVEN IF ANY REALOGY ENTITY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. THE FOREGOING LIMITATION OF LIABILITY WILL APPLY TO THE FULLEST EXTENT PERMITTED BY LAW IN THE APPLICABLE JURISDICTION.

The parties agree that the limitations specified in this section will survive and apply even if any limited remedy specified in this Agreement is found to have failed of its essential purpose. Each party acknowledges that the foregoing limitations are an essential element of the Agreement and a reasonable allocation of risk

between the parties and that in the absence of such limitations the pricing and other terms set forth in this Agreement would be substantially different.

10. Indemnification.

A. Indemnification by Us. Realogy Services Group LLC will indemnify and hold you harmless from and against any third party Claims to the extent arising out of or in connection with a proven claim alleging that the Service directly infringes or misappropriates a copyright, trademark, or trade secret of a third party. However, we will have no indemnification obligation for any such Claims to the extent arising from (i) your use of the Service other than as expressly permitted under this Agreement; (ii) the combination of the Service with any of your or third party products, services, hardware, data, content, or business process unless the Claim would have arisen from the Service without such combination; (iii) Content; (iv) the modification of the Service by any party other than us; or (v) any Third Party Product. The foregoing is our sole and exclusive obligation for infringement claims.

B. Indemnification by You. You will indemnify, defend and hold us, including Franchisor, harmless from and against any and all Claims to the extent arising out of or in connection with (i) your breach of this Agreement; (ii) your fraud, negligence, omissions, and willful misconduct; (iii) your real estate brokerage business, including your provision of real estate brokerage and related services to a Consumer, including your use of the Service in connection therewith, and (iv) the Content and any other use of the Service.

C. Indemnification Procedure. Indemnification is conditioned on (i) the indemnified party providing the indemnifying party with prompt written notice of the relevant claim, and (ii) the indemnified party cooperating fully with indemnifying party, at the indemnifying party's expense, in the defense of any such claim. The indemnifying party will not, without the prior written consent

of the other party, agree to any settlement of any such claim that does not include a complete release of the indemnified party from all liability with respect thereto or that imposes any liability, obligation or restriction on the indemnified party. The indemnified party may participate in the defense of any claim through its own counsel, and at its own expense.

11. Third Parties. We may, in our sole discretion, (a) delegate or subcontract the performance of any portion of the Service to third party service providers, and (b) make available one or more Third Party Products to you in connection with the Service. Third Party Products may be separately licensed to you by their respective providers, and we make no representations or warranties of any kind, and assume no liability, for your use of such Third Party Products.

12. Confidentiality. Recipient may use Disclosing Party's Confidential Information solely to perform Recipient's obligations or exercise its rights hereunder. Recipient will not knowingly disclose, or permit to be disclosed, Disclosing Party's Confidential Information to any third party without Disclosing Party's prior written consent, except that Recipient may disclose Disclosing Party's Confidential Information solely to Recipient's employees and/or subcontractors who have a need to know and who are bound in writing to keep such information confidential pursuant to confidentiality agreements containing nondisclosure obligations substantially similar to those in this Agreement. Recipient agrees to exercise due care in protecting Disclosing Party's Confidential Information from unauthorized use and disclosure, and in any case will not use less than industry standard security measures and the degree of care a reasonable person would use. The foregoing will not apply to any information that: (i) is in the public domain through no fault of Recipient; (ii) was properly known to Recipient, without restriction, prior to disclosure by Disclosing Party; (iii) was properly disclosed to Recipient, without restriction, by another person with the legal authority to do so; (iv) Recipient independently develops without use of

Disclosing Party's Confidential Information; (v) is expressly permitted to be disclosed pursuant to the terms of this Agreement; or (vi) is required to be disclosed pursuant to a judicial or legislative order or proceeding; provided that, where possible, Recipient provides to Disclosing Party prior notice of the intended disclosure and an opportunity to respond or object thereto. Our Confidential Information includes this Agreement, our pricing, our Intellectual Property Rights, and the Service. Notwithstanding the foregoing, our obligations under this section are subject to the disclaimers set forth in Section 8 above.

13. Termination. This Agreement will continue in full effect unless and until your Account or this Agreement is terminated as described herein. Either party may terminate this Agreement for convenience, upon notice. Termination or expiration of your Franchise Agreement will automatically terminate this Agreement. Upon termination of the Agreement, the rights and licenses granted to you hereunder will immediately terminate. You will be solely responsible for ensuring your own continued access to data stored in Communications after termination, whether by retrieving such data from us within ten (10) days after termination or otherwise, and after such period, we will have no obligation to maintain or provide access to, and may delete all such data and other Content in our possession (except to the extent legally prohibited). Upon termination of this Agreement, you grant to us a non-exclusive, non-sublicenseable, non-transferable, irrevocable, and perpetual license to use the data and information collected by the Service under your Primary Account during the term of this Agreement, and to use such data and information in accordance with the Privacy Policies.

14. Third Party Beneficiary. You expressly acknowledge and agree that Franchisor has the right (and will be deemed to have accepted the right) to enforce this Agreement against you as a third-party beneficiary thereof, and that Franchisor shall have the full benefits of this Agreement. This Agreement does not and is not

intended to confer any rights or remedies upon any person other than the parties and as otherwise expressly stated herein.

15. Assignment. This Agreement, and any rights and licenses granted hereunder, may not be transferred or assigned by you without our prior written consent, but may be assigned by us without restriction. Any attempted transfer or assignment in violation hereof shall be null and void.

16. General.

A. Nature of Relationship. The relationship of the parties under this Agreement will be that of independent contractors. Neither this Agreement as a whole or any part of this Agreement will render either party the agent, representative, servant, or employee of the other party. Each party acknowledges and agrees that this Agreement does not create a franchise relationship between the parties, and any such relationship with a Franchisor is entirely governed by any applicable Franchise Agreement except where expressly provided herein. Neither party has the power, express or implied, to bind the other party in any manner or to make representations on behalf of the other party regarding any matter. Except as stated in the Agreement, we will in no way be restricted from using or commercializing all or any portion of the Service or performing or receiving any services from any third party including services the same as or similar to Service provided or received in connection with this Agreement.

B. Governing Law and Venue. This Agreement will be governed by New Jersey law, without regard to the conflicts of law provisions of any jurisdiction. Any claims arising out of or in connection with this Agreement will be subject to the exclusive jurisdiction only in the state courts in Morris County, New Jersey, or in the United States District Court for the District of New Jersey; each party irrevocably submits to the personal jurisdiction and venue of, and agrees to service of process issued or authorized by, any such court in any such action or proceeding.

NEITHER THE UNITED NATIONS CONVENTION OF CONTRACTS FOR THE INTERNATIONAL SALE OF GOODS NOR THE UNIFORM COMPUTER INFORMATION TRANSACTIONS ACT WILL APPLY TO THIS AGREEMENT. EACH OF THE PARTIES HERETO IRREVOCABLY WAIVES ANY AND ALL RIGHT TO TRIAL BY JURY AND CLASS ACTION STATUS IN ANY LEGAL PROCEEDING ARISING OUT OF OR RELATING TO THIS AGREEMENT OR THE TRANSACTIONS CONTEMPLATED HEREBY.

C. Regulatory Requests. You shall be responsible for handling and processing notices or requests received in accordance with the (1) Digital Millennium Copyright Act, (2) California Consumer Privacy Act, and (3) General Data Protection Regulation (or any successors thereto or similar laws in foreign jurisdictions) (“Regulatory Requests”) and shall promptly notify us if you become aware of any such notices, without limiting our other rights and remedies hereunder, you agree that we may, but have no obligation to and without liability to us, act on your behalf to receive and respond to any such notices and requests we receive in accordance with policies applicable to your use of the Service.

D. Remedies. Except as provided in Sections 8 (“Representations and Warranties; Disclaimer”) and 10 (“Indemnification”), the parties’ rights and remedies hereunder are cumulative. You acknowledge that the Service contains our valuable trade secrets and proprietary information, that any breach of this Agreement relating thereto or to the Marks will constitute harm to us or any other Realogy Entity for which monetary damages would be inadequate, and that injunctive relief is an appropriate remedy.

E. Notices. All notices and other communications to be given to any party hereunder will be sufficient for all purposes hereunder if in writing, properly addressed as set forth below in this section and delivered (a) by hand or courier (delivery of notice deemed

to occur upon delivery), (b) if sent electronically on the date delivered to the authorized email address, (c) by overnight delivery service (delivery of notice deemed to occur upon delivery and written confirmation thereof by such service), (d) by certified or registered mail, return receipt requested, with appropriate postage prepaid (delivery of notice deemed to occur upon signature of the receipt by the recipient), or (e) if from us to you, posted to your Account on the date posted. If to us, notices may be sent to Realogy Services Group LLC, 2000 Powell St., Suite 300, Emeryville, CA 94608, Attention: Legal Counsel; Email: legalnotice@zaplabs.com. If to you, your email and mailing address as identified in our records.

F. Execution and Counterparts. The parties may execute this Agreement and electronically in counterparts, each of which is deemed an original and, together, comprise a single document. In addition, where applicable, the Agreement shall be deemed to be executed and agreed by use of the Service.

G. Headings; Interpretation. Section headings used in this Agreement are used for convenience only and are not to be considered in construing or interpreting this Agreement. As used herein, “including” means “including without limitation.”

H. Severability; Waiver. If any provision of this Agreement is held by a court of competent jurisdiction to be unenforceable because it is invalid or in conflict with any law of any relevant jurisdiction, the validity of the remaining provisions will not be affected. A waiver of any provision of this Agreement must be made in writing to be effective, and our waiver of a breach of any provision or right contained in this Agreement will not constitute a continuing waiver or waive any subsequent breach or right.

I. Force Majeure. Except with respect to your payment obligations, neither party will be liable for failures or delays in the performance of its obligations hereunder due to causes beyond its reasonable control, including, in respect of the provision of the Service,

failures or delays caused by our service providers, any act of God, terrorist attacks, inclement weather, accidental damage, vandalism, failure or shortage of power supplies, flood, drought, lightning or fire, strike, lock-out, trade dispute or labor disturbance, or any act or omission of government or other competent authorities.

J. Publicity. We may issue press releases and case studies relating to your use of the Service and list you (including your trade name) as a client of ours on our website and other sales and marketing collateral (subject to Franchisor's requirements). You grant to us a royalty-free, sublicensable, perpetual, irrevocable, non-exclusive, worldwide license to use, reproduce, modify, publish, and distribute your name, logo, or any other identifying words or marks used by and/or associated with you to identify you in any medium in furtherance of this paragraph.

K. Entire Agreement. This Agreement, and documents incorporated herein, comprises the entire agreement between us and you and supersedes all prior or contemporaneous negotiations, discussions, or agreements, whether written or oral, between the parties regarding its subject matter.

L. Survival. Sections 1, 2(D), 2(F), 3(B), 4-10, and 12-17 will survive any termination or expiration of this Agreement.

17. Definitions.

- "Account" means the account provided by us that a User uses to manage and access the Service.
- "App" means a mobile application that may be provided as part of the Service.
- "Applicable Law" means any statute, law, ordinance, rule, regulation, or requirement of a governmental entity that applies to a party or its business.
- "Broker Privacy Policy" means the privacy policy for a Website or App and other portions of the Service, as provided and modified by us (including without

limitation at the request of the Owner) from time to time in our discretion.

- "Broker-Specific Terms" means all disclosures, notices and terms that are required of you by a listing service, licensor, or Applicable Law, including state real estate laws.
- "Claim" means, collectively, claims, costs, damages, losses, liabilities, Fines, and expenses (including reasonable attorneys' fees and costs).
- "Communications" means parts of the Service that includes electronic communications services, and document storage and management services, all as provided by us (or, at your selection, by a third party through a Third Party Product) for your use.
- "Confidential Information" means any information that (i) a party ("Disclosing Party") discloses to the other party ("Recipient"), either directly or indirectly, in writing or orally or by inspection of tangible objects, and (ii) identified as confidential at the time of its disclosure or that should reasonably be understood to be confidential in nature.
- "Consumer" means any non-User person or entity who interacts with and/or use the Service (e.g., consumers who interact with a Website or App).
- "Content" means (i) the MLS Feeds and (ii) any other content, data or information provided by you for inclusion in the Service) or uploaded to, transmitted or submitted by you or Users through the Service, including Communications subject to your having authorization from your Franchisor or any other third party, where applicable, to provide and/or transmit such content.
- "Documentation" means the technical and operational documentation made available to you by us regarding any portion of the Service.
- "Feedback" means ideas, suggestions, or recommendations on the Service provided by you.
- "Fine" means any and all fines, penalties, refunds, charges, debits, deductions, legal

fees and costs incurred by or other sums payable to any party.

- “Franchise Agreement” means the agreement to which Owner is a party that sets forth the terms of your franchise relationship with one of our affiliates.
- “Franchisor” means the counterparty to a Franchise Agreement and an affiliate of Realogy Services Group LLC.
- “Intellectual Property Rights” means all patent rights, copyright rights, mask work rights, moral rights, rights of publicity, rights of privacy, trademark, trade dress and service mark rights, goodwill, trade secret rights, and other intellectual property rights as may now exist or hereafter come into existence, and all applications therefore and registrations, renewals and extensions thereof, under the laws of any state, country, territory, or other jurisdiction.
- “Marks” means a Realogy Entity’s proprietary trademarks, trade names, and service marks, including registrations and applications for registrations thereof and all renewals, modifications and extensions thereof.
- “MLS Feed” means the local listing service (“MLS”) feed(s) obtained by you from one or more MLS’s for selected geographic areas, in order to enable display of real estate listings for such areas.
- “Primary Account” means the Account provided by us to an Owner, under which Administrator and Affiliated Agent Accounts may be designated.
- “Privacy Policies” means, collectively, the Broker Privacy Policy and the Consumer Privacy Policy.

- “Service” means our hosted service, software, Documentation, and any services made available to you by us hereunder, all as may be modified by us from time to time in our discretion.
- “Service Terms of Use” means the Consumer-facing terms of use for select portions of the Service, including Websites and Apps, as provided and modified by us from time to time in our discretion.
- “Third Party Products” means the third party applications and/or services, if any, which may be offered, made available or integrated by us to you for use as part of, or in connection with the Service.
- “User” means an individual authorized by Owner to access and use the Service under this Agreement, including Administrators and Affiliated Agents.
- “We,” “our,” and “us” means Realogy Services Group and its affiliates.
- “Website” means a website that may be provided by us as part of the Service.
- “You” and “your” means the entity or individual entering into this Agreement with us.
- “Consumer Privacy Policy” means the privacy policy for portions of the Service that only apply to Owner, Administrators, and Affiliated Agents, if provided by us separate from the Broker Privacy Policy and as amended from time to time in our discretion. If no Consumer Privacy Policy is provided, the Broker Privacy Policy will be deemed to apply to Owner, Administrator and Affiliated Agents.
- “Realogy Entities” means, collectively, us, our parent, subsidiaries, and affiliates, including Franchisor.

EXHIBIT D-1

Franchise No. _____

CONVERSION PROMISSORY NOTE

_____ (the "Note Date")

MAKER:	_____
CO-MAKER(S):	_____
HOLDER:	Choose an item.
PLACE FOR PAYMENT:	175 PARK AVENUE, MADISON, NJ
PRINCIPAL:	\$_____
ANNUAL INTEREST RATE:	0%, EXCEPT AS DESCRIBED BELOW
MATURITY DATE:	December 31, 2031

1. TERMS OF PAYMENT. FOR GOOD AND VALUABLE CONSIDERATION, the undersigned Maker and Co-Maker(s) promise(s) to pay Holder (or its successors or assigns) the Principal set forth above on the Maturity Date and such Principal will be used for the Business (as defined in the Franchise Agreement). Payments are payable to Holder at 175 Park Avenue, Madison, New Jersey, or at such other place as Holder may designate in writing.

2. FORGIVENESS. If on December 31 of each full calendar year (each a "Measurement Date") after the Note Date, beginning with calendar year 2023, Maker and Co-Maker(s) satisfy the conditions in this Note, an amount equal to the Principal divided by **nine (9)** (the "Yearly Principal") will be forgiven by Holder. To qualify for forgiveness of the Principal, Maker and Co-Maker(s) must establish that, as of the Measurement Date and for the calendar year concluding on the Measurement Date:

- A. Maker is not in default of its obligations under any franchise agreement(s) with Holder (the "Franchise Agreement"), including payment of royalty fees and marketing fund contributions; **and**
- B. Maker(s) has timely paid Holder all royalty fees and marketing fund contributions owed under the Franchise Agreement on aggregate Gross Revenues (as defined in the Franchise Agreement) of at least \$_____ ("Forgiveness Threshold").
- C. Notwithstanding the above, Maker shall have the right to miss one (1) Forgiveness Threshold and still have its Yearly Principal installment under this Note for that calendar year forgiven (the "One Miss Right"). Accordingly, in the event Maker fails to satisfy the Forgiveness Threshold on any one (1) Measurement Date, the Yearly Principal installment of this Note that would otherwise be due and owing to Holder for that calendar year, shall be forgiven upon Holder's receipt of written

notice from Maker by March 15th of the year following the Measurement Date, that it elects to exercise its One Miss Right. Once Maker exercises its One Miss Right, it shall have no further rights to have any Yearly Principal installment under this Note forgiven without satisfying the Forgiveness Threshold.

3. ANNUAL AMOUNT DUE ON FAILURE TO SATISFY CONDITIONS. If Maker does not satisfy the above conditions as of any Measurement Date, and elects not to exercise its One Miss right described in Paragraph 2C above, or if the One Miss Right is no longer available, then within thirty (30) days after the Measurement Date, Maker shall pay Holder an amount equal to the *lesser of* (i) royalty fees (calculated after the application of any Incentive Award (as defined below), if applicable) on the shortfall amount which is the difference between the Forgiveness Threshold and annual Gross Revenues reported and paid for the applicable calendar year; **or** (ii) the Yearly Principal installment due on this Note for such year. If Maker or Co-Maker(s) fails to make any payment when due, including any payment due on acceleration of this Note, the entire outstanding Principal shall bear simple interest at a rate equal to the lesser of eighteen percent (18%) per year or the highest rate allowed by law, from its due date until paid in full.

4. APPLICATIONS OF FUNDS DUE MAKER. Maker agrees that Holder, at its sole option, without notice, may apply to the outstanding due and payable Principal (and accrued and unpaid interest amount) payments due to Maker(s) from Holder, including without limitation any amounts due under any performance incentive or royalty fee rebate program (“Incentive Award”), if any, that may be provided in the Franchise Agreement, if any payment becomes due or payable to Maker. To the extent necessary, Maker(s) hereby assigns, transfers and/or conveys to Holder all of Maker’s rights, title and interest in and to the Incentive Award, if any, owed to Maker. Any amounts applied against the Principal shall correspondingly reduce amounts owed by Maker(s).

5. ACCELERATION OF PRINCIPAL. Upon Holder’s determinations that Maker and Co-Maker(s) are in default, or upon the occurrence of any of the following, Holder may accelerate the unpaid Principal and all accrued interest will become immediately due and payable, without presentment for payment or any notice or demand:

- A. Maker or Co-Maker(s) (i) suspends business; (ii) becomes insolvent or offers settlement to any creditors; (iii) files a petition in bankruptcy, either voluntary or involuntary; (iv) institutes any proceeding under any bankruptcy or insolvency laws relating to the relief of debtors; (v) makes an assignment for the benefit of creditors; or (vi) makes any false statement or representation orally or in writing, fails to furnish information, or fails to permit inspection of any books or records on demand of Holder;
- B. Upon default in payment of any Principal payment due under this Note;
- C. Upon default, in Holder’s sole opinion, of any other agreement or note between Maker and Holder or any of Holder’s related companies, including, but not limited to, the Franchise Agreement; or

D. Upon termination or expiration of the Franchise Agreement.

For the purposes of this Note, a party will be in default of an agreement if the party has been given notice of default under the agreement, and, for defaults for which the party is afforded an opportunity to cure under the applicable agreement, the party failed to cure within the period provided. Maker's and Co-Maker(s)'s obligation to pay the Principal and interest, if accelerated, will be absolute and unconditional, and will not be subject to any rights of offset or recoupment.

6. ASSIGNMENT. This Note is not assignable by Maker or any Co-Maker without the prior written consent of Holder.

7. NO PRE-PAYMENT PENALTY. Maker and Co-Maker(s) may prepay this Note in whole or in part on any date without premium or penalty. No partial prepayment shall extend or postpone the due date of any subsequent installment payment or change the amount of the installment payment. Prepayments will be applied without notation on this Note.

8. ATTORNEYS' FEES. Maker and Co-Maker(s) agree to pay all expenditures made in any attempt to collect any amounts due pursuant to this Note. If Holder takes legal action to enforce or collect this Note, Holder shall be entitled to reasonable attorneys' fees (including in-house attorneys) and court costs and all costs of collection in addition to any other relief to which it may be entitled.

9. WAIVER OF PRESENTMENT. Maker and Co-Maker(s) and each of them, waive, to the fullest extent permitted by law, diligence, demand, notice of demand, presentment for payment, notice of non-payment, notice of dishonor, protest and notice of protest and specifically consent to and waive notice of any renewals, extensions, amendments or modifications of this Note, whether made to or in favor of Maker or any other person or persons. Holder reserves the right to modify the terms of this Note, grant extensions, notations, renewals, releases, discharges, compositions and compromises with any party liable under this Note, with or without any notice to or the consent of, and without discharging or affecting the obligations of, any other party liable under this Note. The claiming of any statute of limitations as a defense to any demand against Maker, Co-Maker(s) or any endorser or guarantor is expressly waived by each and all of said parties.

10. ACQUISITION-RELATED REPRESENTATIONS. If this Note is being executed in connection with the acquisition or consolidation (by merger, acquisition or otherwise) of a real estate brokerage business from another person or entity, Maker and Co-Makers agree that while Holder and its representatives may have participated in the negotiation of such acquisition and assisted with the preparation of documents (legal or otherwise), Holder and its representatives were acting solely in the capacity of franchisor and were not retained by Maker or any Co-Maker in the capacity of agent, consultant or advisor. Maker and each Co-Maker agree that they have not and will not rely on any financial, legal or accounting advice about the acquisition that may have been provided by Holder or any of its employees, representatives, or affiliates. Maker represents and warrants that it has completed any due diligence and other investigations of the acquired office as Maker deemed appropriate. Additionally, Maker agrees that it has not relied on any representations made by Holder

or any of its representatives or affiliates in deciding to complete the acquisition and related transactions. Maker waives any and all claims against Holder and its officers, directors, shareholders, affiliates, employees and agents arising out of the acquisition or consolidation.

11. GOVERNING LAW/CONFIDENTIALITY/COUNTERPARTS. This Note will be construed and enforced in accordance with the laws of the State of New Jersey. The terms of this Note are confidential and will not be disclosed to any third party by Maker without the prior written consent of Holder, unless otherwise required by law. This Note may be executed in counterparts, each of which will be deemed an original, and all of which will constitute one Note.

12. JOINT AND SEVERAL LIABILITY. This Note will be the joint and several obligation of Maker, Co-Maker(s), all guarantors and endorsers, if any, and will be binding upon them and their heirs, executors, personal representatives, successors and assigns and will inure to the benefit of Holder and its successors and assigns.

13. CONFESSION OF JUDGMENT. Maker and Co-Maker(s) agree that any attorney-at-law may appear in any court of record situated in any County where the Maker and/or Co-Maker(s) then reside or in the County where Maker and/or Co-Maker signed this Note and being in the United States at any time after the debt evidenced will become due, either at its stated maturity or by declaration and will waive the issuing and service of process and confess judgment against the Maker and Co-Maker(s), jointly and severally, in favor of the Holder, for the amount then owing on this Note, together with the costs of suit and thereupon release all errors and waive all right of appeal.

14. HEADINGS. The headings in this Note are for convenience only, do not constitute a part of this Note, and will not be deemed to have any legal effect.

[Remainder of page left blank; Signature page follows]

**THIS PROMISSORY NOTE MAY NOT BE ACCEPTED BY HOLDER WITHOUT ALL
MAKER AND CO-MAKER SIGNATURES AND ALL WITNESS SIGNATURES AND
ADDRESSES**

IN WITNESS WHEREOF, the undersigned Maker and Co-Maker(s) have executed this Note as of the date first set forth above.

WITNESS:

Witness Signature

Print Witness Name and Home Address

MAKER: _____

By:

Name: _____

Title: **Authorized Person**

WITNESS:

Witness Signature

Print Witness Name and Home Address

CO-MAKER(S): _____

_____, Individually

WITNESS:

Witness Signature

Print Witness Name and Home Address

CO-MAKER(S): _____

_____, Individually

EXHIBIT D-2

Agreement No. _____

EXPANSION PROMISSORY NOTE

Dated: _____

MAKER:	_____
CO-MAKER(S):	_____
HOLDER:	ERA FRANCHISE SYSTEMS LLC
PLACE FOR PAYMENT:	175 PARK AVENUE, MADISON, NJ
PRINCIPAL:	\$ _____
ANNUAL INTEREST RATE:	0%, EXCEPT AS DESCRIBED BELOW
MATURITY DATE:	December 31, 20____

A. **TERMS OF PAYMENT.** FOR GOOD AND VALUABLE CONSIDERATION, the undersigned Maker and Co-Maker promise(s) to pay Holder (or its successors or assigns) the Principal set forth above on the Maturity Date and such Principal will be used for the Business (as defined in the Franchise Agreement). Payments are payable to Holder at 175 Park Avenue, Madison, New Jersey, or at such other place as Holder may designate in writing. The Principal will, except as set forth below, bear no interest.

B. **PRINCIPAL PAYMENTS/INTEREST.** The Principal will be paid in one installment of \$_____, payable _____. If Maker or Co-Maker(s) fail to make any payment when due, including the payment due upon acceleration of this Note, the entire outstanding Principal will bear simple interest from its due date until paid in full at a rate equal to the lesser of eighteen percent (18%) per year or the highest rate allowed by law.

C. **APPLICATION OF MONIES DUE MAKER.** Notwithstanding the installment payments, Maker agrees that Holder, at its sole option, without notice, may apply to the outstanding due and payable Principal (and any accrued and unpaid interest) payments due to Maker from Holder under the ERA Volume Incentive Plan described in any franchise agreement between Maker and Holder, as each may be amended (the "Franchise Agreement(s)"), if any ERA Volume Incentive Plan Award becomes due or payable to Maker. For purposes of this Section, Maker assigns, transfers and conveys to Holder all of Maker's rights, title and interest in and to the ERA Volume Incentive Plan Award. Amounts of ERA Volume Incentive Plan Awards applied against the Principal will correspondingly reduce amounts owed by Maker under this Note.

D. **PAYMENT.** All payments will be made in lawful money of the United States of America without offset, recoupment, deduction or counterclaim of any kind. Payments, when made, will first be applied to accrued and unpaid interest, if any, and then to Principal. Maker and Co-Maker(s) may prepay this Note in whole or in part on any date without premium or

penalty. No partial prepayment will extend or postpone the due date of any subsequent installment payment or change the amount of the installment payment. Prepayments will be applied without notation on this Note.

E. **DEFAULT.** Holder may determine that Maker and Co-Maker(s) are in default and may accelerate the unpaid Principal and all accrued interest to become immediately due and payable, without presentment for payment or any notice or demand, (A) if Maker, Co-Maker(s), endorser, surety or guarantor of this Note: (i) suspends business; (ii) becomes insolvent or offers settlement to any creditors; (iii) files a petition in bankruptcy, either voluntary or involuntary; (iv) institutes any proceeding under any bankruptcy or insolvency laws relating to the relief of debtors; (v) makes an assignment for the benefit of creditors; or (vi) makes any false statement or representation orally or in writing, fails to furnish information, or fails to permit inspection of any books or records on demand of Holder, (B) Upon default in payment of any Principal payment due under this Note, (C) Upon default, in Holder's sole opinion, of any other agreement or note between Maker and Holder or any of Holder's related companies, including, but not limited to, the Franchise Agreement(s), or (D) Upon termination or expiration of any agreement between Maker and Holder or any of Holder's related companies, including, but not limited to, any of the Franchise Agreement(s). For the purposes of this Note, a party will be in default of an agreement if the party has been given notice of default under the agreement, and, for defaults for which the party is afforded an opportunity to cure under the applicable agreement, the party failed to cure within the period provided. Maker's and Co-Maker(s)'s obligation to pay the Principal and interest, if accelerated, will be absolute and unconditional, and will not be subject to any rights of offset or recoupment.

F. **CONFESSION OF JUDGMENT.** Maker and Co-Maker(s) agree that any attorney-at-law may appear in any court of record situated in any County where the Maker and/or Co-Maker(s) then reside or in the County where Maker and/or Co-Maker signed this Note and being in the United States at any time after the debt evidenced will become due, either at its stated maturity or by declaration, and waive the issuing and service of process and confess judgment against the Maker and Co-Maker(s), jointly and severally, in favor of the Holder, for the amount then owing on this Note, together with the costs of suit and thereupon release all errors and waive all right of appeal.

G. **ATTORNEYS' FEES.** Maker and Co-Maker(s) agree to pay all expenditures made in any attempt to collect any amounts due pursuant to this Note. If Holder takes legal action to enforce or collect this Note, Holder will be entitled to reasonable attorneys' fees (including in-house attorneys) and court costs and all costs of collection in addition to any other relief to which it may be entitled.

H. **WAIVER OF PRESENTMENT.** Maker, Co-Maker(s) and all endorsers or guarantors of this Note, and each of them, hereby waive, to the fullest extent permitted by law, diligence, demand, notice of demand, presentment for payment, notice of non-payment, notice of dishonor, protest and notice of protest and specifically consent to and waive notice of any renewals, extensions, amendments or modifications of this Note, whether made to or in favor of Maker or any other person or persons. Holder reserves the right to modify the terms of this Note, grant extensions, notations, renewals, releases, discharges, compositions and compromises with

any party liable under this Note, with or without any notice to or the consent of, and without discharging or affecting the obligations of, any other party liable under this Note. The claiming of any statute of limitations as a defense to any demand against Maker, Co-Maker(s) or any endorser or guarantor is expressly waived by each and all of said parties.

I. **ACQUISITION-RELATED REPRESENTATIONS.** If this Note is being executed in connection with the acquisition or consolidation (by merger, acquisition or otherwise) of a real estate brokerage business from another person or entity, Maker and Co-Makers agree that while Holder and its representatives may have participated in the negotiation of such acquisition and assisted with the preparation of documents (legal or otherwise), Holder and its representatives were acting solely in the capacity of franchisor and were not retained by Maker or any Co-Maker in the capacity of agent, consultant or advisor. Maker and each Co-Maker agree that they have not and will not rely on any financial, legal or accounting advice about the acquisition that may have been provided by Holder or any of its employees, representatives, or affiliates. Maker represents and warrants that it has completed any due diligence and other investigations of the acquired office as Maker deemed appropriate. Additionally, Maker agrees that it has not relied on any representations made by Holder or any of its representatives or affiliates in deciding to complete the acquisition and related transactions. Maker waives any and all claims against Holder and its officers, directors, shareholders, affiliates, employees and agents arising out of the acquisition or consolidation.

J. **GOVERNING LAW/CONFIDENTIALITY/COUNTERPARTS.** This Note will be construed and enforced in accordance with the laws of the State of New Jersey. The terms of this Note are confidential and will not be disclosed to any third party by Maker without the prior written consent of Holder, unless otherwise required by law. This Note may be executed in counterparts, each of which will be deemed an original, and all of which will constitute one Note.

K. **JOINT AND SEVERAL LIABILITY/ASSIGNABILITY.** This Note will be the joint and several obligation of Maker, Co-Maker(s), all guarantors and endorsers, if any, and will be binding upon them and their heirs, executors, personal representatives, successors and assigns and will inure to the benefit of Holder and its successors and assigns. This Note will not be assignable by Maker or any Co-Maker without the prior written consent of Holder.

L. **HEADINGS.** The headings in this Note are for convenience only, do not constitute a part of this Note, and will not be deemed to have any legal effect.

[Remainder of page left blank; Signature page follows]

**THIS PROMISSORY NOTE MAY NOT BE ACCEPTED BY HOLDER WITHOUT ALL
MAKER AND CO-MAKER SIGNATURES AND ALL WITNESS SIGNATURES AND
ADDRESSES**

IN WITNESS WHEREOF, the undersigned Maker and Co-Maker(s) have executed this Note as of the date first set forth above.

WITNESS:

Witness Signature

Print Witness Name and Home Address

MAKER: _____

By:

Name: _____

Title: **Authorized Person**

WITNESS:

Witness Signature

Print Witness Name and Home Address

CO-MAKER(S): _____

_____, Individually

WITNESS:

Witness Signature

Print Witness Name and Home Address

CO-MAKER(S): _____

_____, Individually

EXHIBIT D-3



SECURITY AGREEMENT

This Security Agreement ("Security Agreement") is made as of _____, between _____, ("Debtor"), and ERA Franchise Systems LLC ("Secured Party").

For good and valuable consideration, the receipt and sufficiency of which are acknowledged, Debtor grants to Secured Party a security interest in all accounts receivable and payment intangibles; cash proceeds; contract rights; leases; furniture; furnishings; equipment; fixtures; inventory; commissions; real estate listings, listing agreements and related rights which are located at, utilized by or related to the real estate brokerage business conducted by Debtor and including the proceeds therefrom and any and all amendments or replacements thereto and any rebate/award program (or similar incentive programs) to which Debtor and/or any Co-Debtors may be entitled pursuant to any franchise agreement entered into with Secured Party, together with all such rights and property hereafter acquired by Debtor and Co-Debtors; and all general intangibles (collectively, the "Collateral") as well as all parts, replacements, substitutions, profits, products and cash and non-cash proceeds of the foregoing Collateral (including insurance and condemnation proceeds payable by reason of condemnation of or loss or damage thereto). [Add following only for Security Agreements filed in New Jersey - The Collateral described herein falls within the scope of the Uniform Commercial Code enacted in New Jersey, including N.J.S.A. 12A:9-102 and N.J.S.A. 12A:9-109.] The foregoing Collateral is granted to Secured Party as security for (i) the prompt payment of any promissory notes executed by Debtor in favor of Secured Party, and any renewals, compromises, extensions, modifications, accelerations or other changes in the time for performance or other terms (the "Notes"), and (ii) performance under any franchise agreements between Debtor and Secured Party, as the same may be amended (the "Franchise Agreements"), and (iii) all other agreements between Debtor and Secured Party.

SECTION 1 -- DEBTOR'S OBLIGATIONS. Debtor agrees to the following:

- (a) Debtor will properly maintain and care for the Collateral and will not remove the Collateral from the Offices (as defined in the Franchise Agreements).
- (b) Debtor will notify Secured Party in writing prior to any change in Debtor's place of business;
- (c) Debtor has not executed and will not execute as Debtor any security agreement or financing statement covering any of the Collateral except with Secured Party, nor will Debtor pledge or encumber the Collateral, or allow any lien to be placed against the Collateral, whether voluntary or involuntary;
- (d) Debtor represents and warrants to Secured Party that the Collateral shall not become collateral for any other obligations previously incurred, nor collateral under any other security agreement(s) previously executed by Debtor; and
- (e) Debtor will not sell, contract for sale or otherwise dispose of any of the Collateral except in the ordinary course of business.

SECTION 2 -- DEFAULTS. Debtor shall be in default under this Security Agreement upon the occurrence of any of the following events or conditions (an "Event of Default"):

- (a) The failure by Debtor to pay any amount when due under the terms and provisions of the Notes (after applicable grace periods, if any); or



(b) Debtor's breach of any term, provision, warranty or representation set forth in this Security Agreement or in the Franchise Agreements, or in any other agreement between Debtor and Secured Party; or

(c) The making of any levy on, or seizure or attachment of, any of the Collateral, if such levy, seizure or attachment is not set aside within fifteen (15) days; or

(d) The dissolution, termination of existence or insolvency of Debtor; the appointment of a receiver of all or any part of the property of Debtor; an assignment for the benefit of creditors by Debtor; the calling of a meeting of creditors of Debtor; or the commencement of any proceeding under any bankruptcy or insolvency laws by or against Debtor or any guarantor, surety or endorser for Debtor; or

(e) Any guarantor, surety or endorser for Debtor defaulting in any obligation or material liability to Secured Party, if Debtor does not cure the default within five (5) days of receiving written notice.

SECTION 3 -- REMEDIES AFTER DEFAULT.

(a) If an Event of Default occurs, in addition to all other rights and remedies given Secured Party under any and all agreements by and among Secured Party, Debtor and/or Debtor's guarantors, or otherwise by law, may do one or more of the following, without notice to or demand upon Debtor:

1) Declare all obligations secured by this Security Agreement immediately due and payable;

2) Enforce the security interest given under this Security Agreement and otherwise exercise the rights of a secured creditor provided under the laws of the state in which the Office is located

3) Require Debtor to assemble the Collateral and make it available to Secured Party; and/or

4) Enter any office or offices of Debtor and take possession of the Collateral and of the records pertaining to the Collateral.

(b) Secured Party may apply the proceeds of any disposition of Collateral available for satisfaction of Debtor's indebtedness, which shall include the reasonable expenses of such sale, in any order of preference that Secured Party, chooses in its sole discretion. Debtor shall remain liable for any deficiency.

SECTION 4 -- INSURANCE PROCEEDS. So long as no default exists under this Security Agreement, the proceeds of fire and casualty insurance covering the Collateral may be used by Debtor for the repair and restoration of Debtor's facilities or Offices (as defined in the Franchise Agreements).

SECTION 5 -- DUTIES OF SECURED PARTY. Secured Party's duties or responsibilities with reference to the Collateral shall be limited solely to the duties and responsibilities in this Security Agreement and Secured Party shall not be responsible in any way for the condition, depreciation or maintenance of the Collateral other than as described in this Security Agreement. Debtor shall pay when due all taxes, charges, liens and assessments against the Collateral.



SECTION 6 -- MISCELLANEOUS.

(a) Waiver. Any express or implied waiver of any provision of this Security Agreement and any delay or failure by Secured Party to enforce any provision of this Security Agreement shall not preclude Secured Party from later enforcing any such provision.

(b) Governing Law. This Security Agreement shall be governed by and construed according to the laws of the State of New Jersey.

(c) Remedies. All rights and remedies provided in this Security Agreement are cumulative and not exclusive of any rights or remedies otherwise provided by law. Any single or partial exercise of any right or remedy shall not preclude its further exercise or the exercise of any other right or remedy.

(d) Financing Statement. At the same time this Security Agreement is signed, Secured Party shall file a UCC-1 Financing Statement with the Secretary of State in the state of formation (or residence if a sole proprietor) of the Debtor or other appropriate governmental authority to perfect the security interest created by this Security Agreement. Debtor will sign such other documents as Secured Party may reasonably require to perfect its security interest in the Collateral.

(e) Notices. In the event either party desires to give notice to the other with regard to this Security Agreement, the notice shall be in writing and may be hand delivered, express mailed, or sent by certified or registered mail. Mailed notices as provided under this Security Agreement shall be deemed to be given two (2) days after they are sent. Such notices shall be sent to the address provided for such party in the Franchise Agreements, unless a party gives notice of a change of its address.

(f) Successors in Interest. This Security Agreement shall inure to the benefit of, and be binding upon, the successors in interest of the parties hereto.

(g) Amendments. This Security Agreement may only be amended by a writing signed by both parties.

(h) Entire Agreement. This Security Agreement constitutes the entire agreement between the parties regarding the matters discussed in this Security Agreement, all representations or understandings, whether oral or written, having been incorporated or otherwise superseded by this Security Agreement.

(i) Facsimiles. Facsimile or electronic copies of this Security Agreement shall be deemed to have the same force and effect as the original and shall be fully binding on all parties.



THE PERSON SIGNING THIS AGREEMENT ON BEHALF OF THE DEBTOR REPRESENTS AND WARRANTS THAT HE OR SHE IS A DULY APPOINTED OFFICER OR OTHERWISE HAS BEEN AUTHORIZED TO BIND THE DEBTOR TO THE TERMS OF THIS SECURITY AGREEMENT.

WHEREFORE, the parties have signed this Security Agreement effective as of the date set forth above.

DEBTOR

By: _____
Name: _____
Title: **Authorized Person**
Date: _____

SECURED PARTY

By: _____
[Authorized Person]
Date: _____

EXHIBIT E

CONFIDENTIALITY AGREEMENT

This Confidentiality Agreement ("Agreement") is made and entered into as of _____, 201_ between **ERA Franchise Systems LLC**, a limited liability company ("Franchisor") and _____, a _____ company ("Prospective Franchisee").

WHEREAS, Prospective Franchisee desires to evaluate the purchase of a franchise from Franchisor on the terms and conditions of Franchisor's Franchise Agreement; and

WHEREAS, in connection with this evaluation, Prospective Franchisee desires to review Franchisor's Policy and Procedures Manual, which may consist of several component parts, including but not limited to, the P&P Manual, the Identity Standards Manual (where applicable) and any other Standards as may be amended from time to time at Franchisor's sole discretion (collectively referred to herein as the "Manual"), and is being maintained as confidential information and trade secrets of Franchisor; and

WHEREAS, Franchisor will permit inspection of its Manual prior to the execution of a Franchise Agreement only on the terms and conditions of this Agreement;

NOW, THEREFORE, in consideration of being given access to the Manual, Prospective Franchisee hereby agrees as follows:

1. All information contained in the Manual (the "Confidential Information") shall be used by Prospective Franchisee solely for the purpose of evaluating whether or not to enter into a Franchise Agreement with Franchisor, and for no other purpose.
2. Prospective Franchisee shall not disclose the Confidential Information to any person or entity, other than Permitted Parties, as defined in Paragraph 6 below. Prospective Franchisee shall cause its officers, directors and employees who receive any part of the Confidential Information to maintain its confidentiality. Prospective Franchisee agrees that it shall be responsible and liable for any breach of this provision by its officers, directors and employees.
3. Confidential Information does not include any item of information, which is either; (a) independently developed by Prospective Franchisee without any breach of this Agreement and which can be shown by documentary evidence; (b) known to the public prior to Prospective Franchisee's receipt of such information from Franchisor; (c) after such receipt, becomes available to the public generally other than by contravention of this Agreement, any Permitted Party's Confidential Agreement, or any other duty to or agreement with Franchisor; or (d) is obtained by Prospective Franchisee from a source with the independent right to disclose such information.
4. Upon completion of the evaluation process, Prospective Franchisee shall return to Franchisor all copies of the Manual and all other tangible embodiments containing any Confidential Information, including any notes or analyses regarding Confidential Information made by Prospective Franchisee or any Permitted Party.
5. A breach of any provision of this Agreement will cause Franchisor irreparable injury. Franchisor will be entitled to injunctive relief, without bond, to enjoin any actual or threatened conduct in violation of this Agreement. If Franchisor is successful in obtaining enforcement of this

Agreement, Franchisor shall also be entitled to recover from Prospective Franchisee any and all attorneys' fees, court or arbitration costs and other expenses incurred by Franchisor in connection with such enforcement.

6. Permitted Parties shall mean: (a) Officers, directors and employees of Prospective Franchisee; and (b) Attorneys of Franchisee retained to assist Franchisee in evaluating the decision to acquire a franchise, but only if such attorneys have been advised that the disclosure of the Confidential Information is subject to this Confidentiality Agreement.
7. This Agreement is intended to be a contract governed and construed under the laws of the State of New Jersey, without regard to the principles of conflicts of law. Jurisdiction and venue for any dispute arising out of or related to this Agreement shall be in the federal or state courts sitting in New Jersey, and the parties hereto irrevocably waives any objection (on the grounds of lack of jurisdiction, or forum non conveniens or otherwise) to the jurisdiction and venue of such courts.
8. The failure of Franchisor to exercise any right hereunder against Prospective Franchisee or any other party, shall not be construed as a waiver or a novation. If any portion of this Agreement is determined to be illegal, invalid, or unenforceable under any present or future law by a final judgment of any court of competent jurisdiction, the remainder of this Agreement will not be influenced thereby. It is the intention of the parties that if any such portion is so held illegal, invalid, or unenforceable, that such portion be replaced by terms as similar to such portion as is possible to be legal, valid, and enforceable.
9. This Agreement is the entire agreement between the parties as to its subject matter. Any changes to this Agreement must be signed by the Prospective Franchisee and acknowledged in writing by Franchisor. Nothing in this Agreement or in any related agreement is intended to disclaim the representations made in the Franchise Disclosure Document.

[Prospective Franchisee]

By: _____

Its: _____

Accepted and Acknowledged:

ERA Franchise Systems LLC

By: _____

Its: _____

EXHIBIT F

INDEX TO FINANCIAL STATEMENTS

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Report of Independent Registered Public Accounting Firm

To the Board of Directors and Stockholders of Realogy Holdings Corp.

Opinion on the Financial Statements

We have audited the accompanying consolidated balance sheets of Realogy Holdings Corp. and its subsidiaries (the “Company”) as of December 31, 2021 and 2020, and the related consolidated statements of operations, of comprehensive income (loss), of equity and of cash flows for each of the three years in the period ended December 31, 2021, including the related notes (collectively referred to as the “consolidated financial statements”). In our opinion, the consolidated financial statements present fairly, in all material respects, the financial position of the Company as of December 31, 2021 and 2020, and the results of its operations and its cash flows for each of the three years in the period ended December 31, 2021 in conformity with accounting principles generally accepted in the United States of America.

Basis for Opinion

These consolidated financial statements are the responsibility of the Company’s management. Our responsibility is to express an opinion on the Company’s consolidated financial statements based on our audits. We are a public accounting firm registered with the Public Company Accounting Oversight Board (United States) (PCAOB) and are required to be independent with respect to the Company in accordance with the U.S. federal securities laws and the applicable rules and regulations of the Securities and Exchange Commission and the PCAOB.

We conducted our audits of these consolidated financial statements in accordance with the standards of the PCAOB. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free of material misstatement, whether due to error or fraud.

Our audits included performing procedures to assess the risks of material misstatement of the consolidated financial statements, whether due to error or fraud, and performing procedures that respond to those risks. Such procedures included examining, on a test basis, evidence regarding the amounts and disclosures in the consolidated financial statements. Our audits also included evaluating the accounting principles used and significant estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements. We believe that our audits provide a reasonable basis for our opinion.

Critical Audit Matters

The critical audit matter communicated below is a matter arising from the current period audit of the consolidated financial statements that was communicated or required to be communicated to the audit committee and that (i) relates to accounts or disclosures that are material to the consolidated financial statements and (ii) involved our especially challenging, subjective, or complex judgments. The communication of critical audit matters does not alter in any way our opinion on the consolidated financial statements, taken as a whole, and we are not, by communicating the critical audit matter below, providing a separate opinion on the critical audit matter or on the accounts or disclosures to which it relates.

Annual Goodwill Impairment Assessment – Realogy Leads Group Reporting Unit

As described in Notes 2 and 5 to the consolidated financial statements, the Company’s consolidated goodwill balance was \$2,923 million as of December 31, 2021, of which the Realogy Leads Group reporting unit goodwill was a portion. Management conducts an impairment assessment annually as of October 1, or whenever events or changes in circumstances indicate that the carrying amount may not be fully recoverable. This assessment compares the carrying values of the reporting units to their respective fair values. The fair value of each reporting unit is estimated using the income approach, a discounted

cash flow method. The fair value of the Company's reporting units are determined utilizing the best estimate of future revenues, operating expenses, including commission expense, market and general economic conditions, trends in the industry, as well as assumptions that management believes marketplace participants would utilize including discount rates, cost of capital, and long-term growth rates.

The principal considerations for our determination that performing procedures relating to the annual goodwill impairment assessment of the Realogy Leads Group reporting unit is a critical audit matter are (i) the significant judgment by management when developing the fair value of the reporting unit; (ii) a high degree of auditor judgment, subjectivity, and effort in performing procedures and evaluating audit evidence relating to management's significant assumptions related to future revenues and the discount rate; and (iii) the audit effort involved the use of professionals with specialized skill and knowledge.

Addressing the matter involved performing procedures and evaluating audit evidence in connection with forming our overall opinion on the consolidated financial statements. These procedures included testing the effectiveness of controls relating to management's annual goodwill impairment assessment, including controls over the valuation of the Realogy Leads Group reporting unit. These procedures also included, among others (i) testing management's process for developing the fair value of the Realogy Leads Group reporting unit; (ii) evaluating the appropriateness of the discounted cash flow method; (iii) testing the completeness and accuracy of the underlying data used in the discounted cash flow method; and (iv) evaluating the significant assumptions used by management related to future revenues and the discount rate. Evaluating management's assumptions related to future revenues involved evaluating whether the assumptions used by management were (i) reasonable considering the current and past performance of the reporting unit, (ii) consistent with external market and industry data, and (iii) consistent with evidence obtained in other areas of the audit. Professionals with specialized skill and knowledge were used to assist in the evaluation of the Company's discounted cash flow method and the discount rate assumption.

/s/ PricewaterhouseCoopers LLP
Florham Park, NJ
February 25, 2022

We have served as the Company's auditor since 2009.

Report of Independent Registered Public Accounting Firm

To the Board of Directors and Stockholder of Realogy Group LLC

Opinion on the Financial Statements

We have audited the accompanying consolidated balance sheets of Realogy Group LLC and its subsidiaries (the “Company”) as of December 31, 2021 and December 31, 2020, and the related consolidated statements of operations, of comprehensive income (loss) and of cash flows for each of the three years in the period ended December 31, 2021, including the related notes (collectively referred to as the “consolidated financial statements”). In our opinion, the consolidated financial statements present fairly, in all material respects, the financial position of the Company as of December 31, 2021 and December 31, 2020, and the results of its operations and its cash flows for each of the three years in the period ended December 31, 2021 in conformity with accounting principles generally accepted in the United States of America.

Basis for Opinion

These consolidated financial statements are the responsibility of the Company’s management. Our responsibility is to express an opinion on the Company’s consolidated financial statements based on our audits. We are a public accounting firm registered with the Public Company Accounting Oversight Board (United States) (PCAOB) and are required to be independent with respect to the Company in accordance with the U.S. federal securities laws and the applicable rules and regulations of the Securities and Exchange Commission and the PCAOB.

We conducted our audits of these consolidated financial statements in accordance with the standards of the PCAOB and in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free of material misstatement, whether due to error or fraud.

Our audits included performing procedures to assess the risks of material misstatement of the consolidated financial statements, whether due to error or fraud, and performing procedures that respond to those risks. Such procedures included examining, on a test basis, evidence regarding the amounts and disclosures in the consolidated financial statements. Our audits also included evaluating the accounting principles used and significant estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements. We believe that our audits provide a reasonable basis for our opinion.

Critical Audit Matters

The critical audit matter communicated below is a matter arising from the current period audit of the consolidated financial statements that was communicated or required to be communicated to the audit committee and that (i) relates to accounts or disclosures that are material to the consolidated financial statements and (ii) involved our especially challenging, subjective, or complex judgments. The communication of critical audit matters does not alter in any way our opinion on the consolidated financial statements, taken as a whole, and we are not, by communicating the critical audit matter below, providing a separate opinion on the critical audit matter or on the accounts or disclosures to which it relates.

Annual Goodwill Impairment Assessment – Realogy Leads Group Reporting Unit

As described in Notes 2 and 5 to the consolidated financial statements, the Company’s consolidated goodwill balance was \$2,923 million as of December 31, 2021, of which the Realogy Leads Group reporting unit goodwill was a portion. Management conducts an impairment assessment annually as of October 1, or whenever events or changes in circumstances indicate that the carrying amount may not be

fully recoverable. This assessment compares the carrying values of the reporting units to their respective fair values. The fair value of each reporting unit is estimated using the income approach, a discounted cash flow method. The fair value of the Company's reporting units are determined utilizing the best estimate of future revenues, operating expenses, including commission expense, market and general economic conditions, trends in the industry, as well as assumptions that management believes marketplace participants would utilize including discount rates, cost of capital, and long-term growth rates.

The principal considerations for our determination that performing procedures relating to the annual goodwill impairment assessment of the Realogy Leads Group reporting unit is a critical audit matter are (i) the significant judgment by management when developing the fair value of the reporting unit; (ii) a high degree of auditor judgment, subjectivity, and effort in performing procedures and evaluating audit evidence relating to management's significant assumptions related to future revenues and the discount rate; and (iii) the audit effort involved the use of professionals with specialized skill and knowledge.

Addressing the matter involved performing procedures and evaluating audit evidence in connection with forming our overall opinion on the consolidated financial statements. These procedures included testing the effectiveness of controls relating to management's annual goodwill impairment assessment, including controls over the valuation of the Realogy Leads Group reporting unit. These procedures also included, among others (i) testing management's process for developing the fair value of the Realogy Leads Group reporting unit; (ii) evaluating the appropriateness of the discounted cash flow method; (iii) testing the completeness and accuracy of the underlying data used in the discounted cash flow method; and (iv) evaluating the significant assumptions used by management related to future revenues and the discount rate. Evaluating management's assumptions related to future revenues involved evaluating whether the assumptions used by management were (i) reasonable considering the current and past performance of the reporting unit, (ii) consistent with external market and industry data, and (iii) consistent with evidence obtained in other areas of the audit. Professionals with specialized skill and knowledge were used to assist in the evaluation of the Company's discounted cash flow method and the discount rate assumption.

/s/ PricewaterhouseCoopers LLP
Florham Park, New Jersey
February 25, 2022

We have served as the Company's auditor since 2009.

REALOGY HOLDINGS CORP. AND REALOGY GROUP LLC
CONSOLIDATED STATEMENTS OF OPERATIONS
(In millions, except per share data)

	Year Ended December 31,		
	2021	2020	2019
Revenues			
Gross commission income	\$ 6,118	\$ 4,669	\$ 4,330
Service revenue	1,180	983	941
Franchise fees	521	419	386
Other	164	150	213
Net revenues	<u>7,983</u>	<u>6,221</u>	<u>5,870</u>
Expenses			
Commission and other agent-related costs	4,753	3,527	3,156
Operating	1,669	1,473	1,531
Marketing	263	215	264
General and administrative	441	412	344
Former parent legacy cost, net	1	1	1
Restructuring costs, net	17	67	52
Impairments	4	682	271
Depreciation and amortization	204	186	195
Interest expense, net	190	246	250
Loss (gain) on the early extinguishment of debt	21	8	(5)
Other income, net	(15)	(5)	—
Total expenses	<u>7,548</u>	<u>6,812</u>	<u>6,059</u>
Income (loss) before income taxes, equity in earnings and noncontrolling interests	<u>435</u>	<u>(591)</u>	<u>(189)</u>
Income tax expense (benefit)	133	(104)	14
Equity in earnings of unconsolidated entities	(48)	(131)	(18)
Net income (loss)	<u>350</u>	<u>(356)</u>	<u>(185)</u>
Less: Net income attributable to noncontrolling interests	(7)	(4)	(3)
Net income (loss) attributable to Realogy Holdings and Realogy Group	<u>\$ 343</u>	<u>\$ (360)</u>	<u>\$ (188)</u>
Earnings (loss) per share attributable to Realogy Holdings shareholders:			
Basic earnings (loss) per share	\$ 2.95	\$ (3.13)	\$ (1.65)
Diluted earnings (loss) per share	\$ 2.85	\$ (3.13)	\$ (1.65)
Weighted average common and common equivalent shares of Realogy Holdings outstanding:			
Basic	116.4	115.2	114.2
Diluted	120.2	115.2	114.2

See Notes to Consolidated Financial Statements.

REALOGY HOLDINGS CORP. AND REALOGY GROUP LLC
CONSOLIDATED STATEMENTS OF COMPREHENSIVE INCOME (LOSS)
(In millions)

	Year Ended December 31,		
	2021	2020	2019
Net income (loss)	\$ 350	\$ (356)	\$ (185)
Currency translation adjustment	(1)	—	—
Defined Benefit Plans:			
Actuarial gain (loss) for the plans	10	(6)	(8)
Less: amortization of actuarial loss to periodic pension cost	(3)	(2)	(2)
Defined benefit plans	13	(4)	(6)
Other comprehensive income (loss), before tax	12	(4)	(6)
Income tax expense (benefit) related to items of other comprehensive income (loss) ..	3	(1)	(2)
Other comprehensive income (loss), net of tax	9	(3)	(4)
Comprehensive income (loss)	359	(359)	(189)
Less: comprehensive income attributable to noncontrolling interests	(7)	(4)	(3)
Comprehensive income (loss) attributable to Realogy Holdings and Realogy Group	<u>\$ 352</u>	<u>\$ (363)</u>	<u>\$ (192)</u>

See Notes to Consolidated Financial Statements.

REALOGY HOLDINGS CORP. AND REALOGY GROUP LLC
CONSOLIDATED BALANCE SHEETS
(In millions, except share data)

	December 31,	
	2021	2020
ASSETS		
Current assets:		
Cash and cash equivalents	\$ 735	\$ 520
Restricted cash	8	3
Trade receivables (net of allowance for doubtful accounts of \$11 and \$13)	123	128
Relocation receivables	139	139
Other current assets	183	154
Total current assets	1,188	944
Property and equipment, net	310	317
Operating lease assets, net	453	450
Goodwill	2,923	2,910
Trademarks	687	685
Franchise agreements, net	1,021	1,088
Other intangibles, net	171	188
Other non-current assets	457	352
Total assets	\$ 7,210	\$ 6,934
LIABILITIES AND EQUITY		
Current liabilities:		
Accounts payable	\$ 130	\$ 128
Securitization obligations	118	106
Current portion of long-term debt	10	62
Current portion of operating lease liabilities	128	129
Accrued expenses and other current liabilities	666	600
Total current liabilities	1,052	1,025
Long-term debt	2,940	3,145
Long-term operating lease liabilities	417	430
Deferred income taxes	353	276
Other non-current liabilities	256	291
Total liabilities	5,018	5,167
Commitments and contingencies (Note 14)		
Equity:		
Realogy Holdings preferred stock: \$0.01 par value; 50,000,000 shares authorized, none issued and outstanding at December 31, 2021 and December 31, 2020	—	—
Realogy Holdings common stock: \$0.01 par value; 400,000,000 shares authorized, 116,588,430 shares issued and outstanding at December 31, 2021 and 115,457,067 shares issued and outstanding at December 31, 2020	1	1
Additional paid-in capital	4,947	4,876
Accumulated deficit	(2,712)	(3,055)
Accumulated other comprehensive loss	(50)	(59)
Total stockholders' equity	2,186	1,763
Noncontrolling interests	6	4
Total equity	2,192	1,767
Total liabilities and equity	\$ 7,210	\$ 6,934

See Notes to Consolidated Financial Statements.

REALOGY HOLDINGS CORP. AND REALOGY GROUP LLC
CONSOLIDATED STATEMENTS OF CASH FLOWS
(In millions)

	Year Ended December 31,		
	2021	2020	2019
Operating Activities			
Net income (loss)	\$ 350	\$ (356)	\$ (185)
Adjustments to reconcile net income (loss) to net cash provided by operating activities:			
Depreciation and amortization	204	186	195
Deferred income taxes	72	(114)	3
Impairments	4	682	271
Amortization of deferred financing costs and debt discount (premium)	18	11	10
Loss (gain) on the early extinguishment of debt	21	8	(5)
Gain on the sale of business, net	(11)	—	—
Equity in earnings of unconsolidated entities	(48)	(131)	(18)
Stock-based compensation	29	39	30
Mark-to-market adjustments on derivatives	(14)	51	39
Other adjustments to net income (loss)	(3)	(5)	(4)
Net change in assets and liabilities, excluding the impact of acquisitions and dispositions:			
Trade receivables	4	(4)	22
Relocation receivables	—	64	29
Other assets	(10)	29	4
Accounts payable, accrued expenses and other liabilities	17	220	(22)
Dividends received from unconsolidated entities	51	101	3
Other, net	(41)	(33)	(1)
Net cash provided by operating activities	643	748	371
Investing Activities			
Property and equipment additions	(101)	(95)	(119)
Payments for acquisitions, net of cash acquired	(26)	(1)	(1)
Proceeds from the sale of business	15	23	—
Investment in unconsolidated entities	(39)	(5)	(12)
Other, net	4	(12)	4
Net cash used in investing activities	(147)	(90)	(128)
Financing Activities			
Net change in Revolving Credit Facility	—	(190)	(80)
Repayments of Term Loan A Facility and Term Loan B Facility	(1,490)	—	—
Proceeds from issuance of Senior Notes	905	—	550
Proceeds from issuance of Senior Secured Lien Notes	—	550	—
Redemption and repurchase of Senior Notes	—	(550)	(533)
Proceeds from issuance of Exchangeable Senior Notes	403	—	—
Payments for purchase of Exchangeable Senior Notes hedge transactions	(67)	—	—
Proceeds from issuance of Exchangeable Senior Notes warrant transactions	46	—	—
Amortization payments on term loan facilities	(10)	(43)	(30)
Net change in securitization obligations	12	(99)	(26)
Debt issuance costs	(20)	(15)	(9)
Cash paid for fees associated with early extinguishment of debt	(11)	(7)	(5)
Repurchase of common stock	—	—	(20)
Dividends paid on common stock	—	—	(31)
Taxes paid related to net share settlement for stock-based compensation	(9)	(5)	(6)
Other, net	(34)	(43)	(25)
Net cash used in financing activities	(275)	(402)	(215)
Effect of changes in exchange rates on cash, cash equivalents and restricted cash	(1)	1	—
Net increase in cash, cash equivalents and restricted cash	220	257	28
Cash, cash equivalents and restricted cash, beginning of period	523	266	238
Cash, cash equivalents and restricted cash, end of period	\$ 743	\$ 523	\$ 266
Supplemental Disclosure of Cash Flow Information			
Interest payments (including securitization interest of \$4, \$5 and \$8 respectively)	\$ 188	\$ 209	\$ 210
Income tax payments (refunds), net	64	—	(3)

See Notes to Consolidated Financial Statements.

REALOGY HOLDINGS CORP.
CONSOLIDATED STATEMENTS OF EQUITY
(In millions)

	Realogy Holdings Stockholders' Equity						
	Common Stock		Additional Paid-In Capital	Accumulated Deficit	Accumulated Other Comprehensive Loss	Non-controlling Interests	Total Equity
	Shares	Amount					
Balance at January 1, 2019	114.6	\$ 1	\$ 4,869	\$ (2,507)	\$ (52)	\$ 4	\$ 2,315
Net (loss) income	—	—	—	(188)	—	3	(185)
Other comprehensive loss	—	—	—	—	(4)	—	(4)
Repurchase of common stock	(1.2)	—	(20)	—	—	—	(20)
Stock-based compensation	—	—	30	—	—	—	30
Issuance of shares for vesting of equity awards	1.4	—	—	—	—	—	—
Shares withheld for taxes on equity awards	(0.4)	—	(6)	—	—	—	(6)
Dividends (\$0.27 per share)	—	—	(31)	—	—	(3)	(34)
Balance at December 31, 2019	114.4	\$ 1	\$ 4,842	\$ (2,695)	\$ (56)	\$ 4	\$ 2,096
Net (loss) income	—	—	—	(360)	—	4	(356)
Other comprehensive loss	—	—	—	—	(3)	—	(3)
Stock-based compensation	—	—	39	—	—	—	39
Issuance of shares for vesting of equity awards	1.7	—	—	—	—	—	—
Shares withheld for taxes on equity awards	(0.6)	—	(5)	—	—	—	(5)
Dividends	—	—	—	—	—	(4)	(4)
Balance at December 31, 2020	115.5	\$ 1	\$ 4,876	\$ (3,055)	\$ (59)	\$ 4	\$ 1,767
Net income	—	—	—	343	—	7	350
Other comprehensive income	—	—	—	—	9	—	9
Equity component of Exchangeable Senior Notes issuance, net	—	—	53	—	—	—	53
Purchase of Exchangeable Senior Notes note hedge transactions	—	—	(67)	—	—	—	(67)
Tax benefit related to purchase of Exchangeable Senior Notes note hedge transactions	—	—	18	—	—	—	18
Issuance of Exchangeable Senior Notes warrant transactions	—	—	46	—	—	—	46
Exercise of stock options	0.1	—	1	—	—	—	1
Stock-based compensation	—	—	29	—	—	—	29
Issuance of shares for vesting of equity awards	1.5	—	—	—	—	—	—
Shares withheld for taxes on equity awards	(0.5)	—	(9)	—	—	—	(9)
Dividends	—	—	—	—	—	(5)	(5)
Balance at December 31, 2021	116.6	\$ 1	\$ 4,947	\$ (2,712)	\$ (50)	\$ 6	\$ 2,192

See Notes to Consolidated Financial Statements.

REALOGY HOLDINGS CORP. AND REALOGY GROUP LLC
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
(Unless otherwise noted, all amounts are in millions, except per share amounts)

1. BASIS OF PRESENTATION

Realogy Holdings Corp. ("Realogy Holdings", "Realogy" or the "Company") is a holding company for its consolidated subsidiaries including Realogy Intermediate Holdings LLC ("Realogy Intermediate") and Realogy Group LLC ("Realogy Group") and its consolidated subsidiaries. Realogy, through its subsidiaries, is a global provider of residential real estate services. Neither Realogy Holdings, the indirect parent of Realogy Group, nor Realogy Intermediate, the direct parent company of Realogy Group, conducts any operations other than with respect to its respective direct or indirect ownership of Realogy Group. As a result, the consolidated financial positions, results of operations, comprehensive income (loss) and cash flows of Realogy Holdings, Realogy Intermediate and Realogy Group are the same.

The accompanying Consolidated Financial Statements include the financial statements of Realogy Holdings and Realogy Group. Realogy Holdings' only asset is its investment in the common stock of Realogy Intermediate, and Realogy Intermediate's only asset is its investment in Realogy Group. Realogy Holdings' only obligations are its guarantees of certain borrowings and certain franchise obligations of Realogy Group. All expenses incurred by Realogy Holdings and Realogy Intermediate are for the benefit of Realogy Group and have been reflected in Realogy Group's consolidated financial statements. The consolidated financial statements of the Company have been prepared in accordance with accounting principles generally accepted in the United States of America. All intercompany balances and transactions have been eliminated.

Business Description

The Company reports its operations in the following three business segments (the number of offices and agents are unaudited):

- **Realogy Franchise Group**—franchises the Century 21[®], Coldwell Banker[®], Coldwell Banker Commercial[®], Corcoran[®], ERA[®], Sotheby's International Realty[®] and Better Homes and Gardens[®] Real Estate brand names. As of December 31, 2021, our real estate franchise systems and proprietary brands had approximately 333,400 independent sales agents worldwide, including approximately 196,700 independent sales agents operating in the U.S. (which included approximately 56,300 company owned brokerage independent sales agents). As of December 31, 2021, our real estate franchise systems and proprietary brands had approximately 21,000 offices worldwide in 119 countries and territories, including approximately 5,800 brokerage offices in the U.S. (which included approximately 680 company owned brokerage offices). This segment also includes our lead generation activities through Realogy Leads Group and global relocation services operation through Cartus Relocation Services.
- **Realogy Brokerage Group**—operates a full-service real estate brokerage business with approximately 680 owned and operated brokerage offices with approximately 56,300 independent sales agents principally under the Coldwell Banker[®], Corcoran[®] and Sotheby's International Realty[®] brand names in many of the largest metropolitan areas in the U.S. This segment also includes the Company's share of equity earnings or losses for its RealSure and Real Estate Auction minority-owned joint ventures.
- **Realogy Title Group**—provides full-service title, escrow and settlement services to consumers, real estate companies, corporations and financial institutions primarily in support of residential real estate transactions. The title insurance underwriter, Title Resources Guaranty Company, provides title underwriting services relating to the closing of home purchases and refinancing of home loans, working with affiliated and unaffiliated agents. This segment also includes the Company's share of equity earnings or losses for Guaranteed Rate Affinity, its minority-owned mortgage origination joint venture with Guaranteed Rate, Inc.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

USE OF ESTIMATES

In presenting the consolidated financial statements, management makes estimates and assumptions that affect the amounts reported and related disclosures. Estimates, by their nature, are based on judgment and available information. Accordingly, actual results could differ materially from those estimates.

CONSOLIDATION

The Company consolidates any variable interest entity ("VIE") for which it is the primary beneficiary with a controlling financial interest. Also, the Company consolidates an entity not deemed a VIE if its ownership, direct or indirect, exceeds 50% of the outstanding voting shares of an entity and/or it has the ability to control the financial or operating policies through its voting rights, board representation or other similar rights. For entities where the Company does not have a controlling financial or operating interest, the investments in such entities are accounted for using the equity method or at fair value with changes in fair value recognized in net income, as appropriate (see "Investments" below).

INVESTMENTS

The Company applies the equity method of accounting when it has the ability to exercise significant influence over operating and financial policies of an investee but does not a controlling financial or operating interest in the joint venture. The Company records its share of the net earnings or losses of its equity method investments on the "Equity in earnings of unconsolidated entities" line in the accompanying Consolidated Statements of Operations. Investments not accounted for using the equity method are measured at fair value with changes in fair value recognized in net income or in the case that an investment does not have readily determinable fair values, at cost minus impairment (if any) plus or minus changes resulting from observable price changes in orderly transactions for an identical or similar investment.

At December 31, 2021 and 2020, the Company had various equity method investments which are recorded within other non-current assets on the accompanying Consolidated Balance Sheets and the Company's share of equity earnings or losses related to these investments are included in the financial results of the Realogy Title Group and Realogy Brokerage Group segments.

Realogy Title Group's equity method investments include Guaranteed Rate Affinity, LLC ("Guaranteed Rate Affinity") and various other title related investments. Guaranteed Rate Affinity, the Company's 49.9% minority-owned mortgage origination joint venture with Guaranteed Rate, Inc., originates and markets its mortgage lending services to the Company's real estate brokerage as well as other real estate brokerage companies across the country. While the Company has certain governance rights, the Company does not have a controlling financial or operating interest in the joint venture. The Company's investment in Guaranteed Rate Affinity had balances of \$94 million and \$90 million at December 31, 2021 and 2020, respectively. The Company recorded equity earnings of \$49 million, \$126 million and \$15 million related to its investment in Guaranteed Rate Affinity during the years ended December 31, 2021, 2020 and 2019, respectively. The Company received \$44 million and \$96 million in cash dividends from Guaranteed Rate Affinity during the years ended December 31, 2021 and 2020, respectively, and no cash dividends during the year ended December 31, 2019. The Company invested \$2 million of cash into Guaranteed Rate Affinity during the year ended December 31, 2019.

Realogy Title Group's other equity method investments had investment balances totaling \$8 million at both December 31, 2021 and 2020. The Company recorded equity earnings from the operations of these equity method investments of \$6 million, \$5 million and \$3 million during the years ended December 31, 2021, 2020 and 2019, respectively. The Company received \$7 million, \$5 million and \$3 million in cash dividends from these equity method investments during the years ended December 31, 2021, 2020 and 2019, respectively.

Realogy Brokerage Group's equity method investments include RealSure and the Real Estate Auction Joint Venture. RealSure, the Company's 49% owned joint venture with Home Partners of America, was formed in 2020 and is designed to offer home buyers and sellers options that give them a competitive edge when buying or selling a home, while also keeping the expertise of an independent sales agent at the center of the transaction. The Company expects to continue to invest in RealSure as a strategic growth priority and competitive advantage as RealSure highlights the Company's continued investment in innovating and improving the experience of buying and selling homes and aims to provide affiliated agents and franchise owners the opportunity to win more listings and drive incremental business. While the Company has certain governance rights, the Company does not have a controlling financial or operating interest in the joint venture. The Real Estate Auction Joint Venture, the Company's 50% owned unconsolidated joint venture with Sotheby's, was formed in 2021

and holds an 80% ownership stake in Concierge Auctions, a global luxury real estate auction marketplace that partners with real estate agents to host luxury online auctions for clients. This joint venture supports the Company's strategic growth initiatives in the high-end real estate markets and serves as an additional tool for agents to market and sell unique luxury properties around the world. While the Company has certain governance rights, the Company does not have a controlling financial or operating interest in the joint venture. These equity method investments had investment balances totaling \$29 million and \$2 million at December 31, 2021 and 2020, respectively. The Company invested \$34 million of cash into these equity method investments and recorded equity losses from the operations of \$7 million during the year ended December 31, 2021. The Company invested \$2 million of cash during the year ended December 31, 2020.

CASH AND CASH EQUIVALENTS

The Company considers highly liquid investments with remaining maturities not exceeding three months at the date of purchase to be cash equivalents.

RESTRICTED CASH

Restricted cash primarily relates to amounts specifically designated as collateral for the repayment of outstanding borrowings under the Company's securitization facilities. Such amounts approximated \$8 million and \$3 million at December 31, 2021 and 2020, respectively.

ALLOWANCE FOR DOUBTFUL ACCOUNTS

The Company estimates the allowance necessary to provide for uncollectible accounts receivable. The estimate is based on historical experience, combined with a review of current conditions and forecasts of future losses, and includes specific accounts for which payment has become unlikely. The process by which the Company calculates the allowance begins in the individual business units where specific problem accounts are identified and reserved primarily based upon the age profile of the receivables and specific payment issues, combined with reasonable and supportable forecasts of future losses.

DEBT ISSUANCE COSTS

Debt issuance costs include costs incurred in connection with obtaining debt and extending existing debt. These financing costs are presented in the balance sheet as a direct deduction from the carrying value of the associated debt liability, consistent with the presentation of a debt discount, with the exception of the debt issuance costs related to the Revolving Credit Facility and securitization obligations which are classified as a deferred financing asset within other assets. The debt issuance costs are amortized via the effective interest method and the amortization period is the life of the related debt.

DERIVATIVE INSTRUMENTS

The Company records derivatives and hedging activities on the balance sheet at their respective fair values. The Company uses interest rate swaps to manage its exposure to future interest rate volatility associated with its variable rate borrowings. The Company has not elected to utilize hedge accounting for these instruments; therefore, any change in fair value is recorded in the Consolidated Statements of Operations. However, the fluctuations in the value of these instruments generally offset the impact of changes in the value of the underlying risk that they are intended to economically hedge. See Note 17, "Risk Management and Fair Value of Financial Instruments", for further discussion.

LEASES

See Note 3, "Leases", for discussion.

PROPERTY AND EQUIPMENT

Property and equipment (including leasehold improvements) are initially recorded at cost, net of accumulated depreciation and amortization. Depreciation, recorded as a component of depreciation and amortization on the Consolidated Statements of Operations, is computed utilizing the straight-line method over the estimated useful lives of the related assets. Amortization of leasehold improvements, also recorded as a component of depreciation and amortization, is computed utilizing the straight-line method over the estimated benefit period of the related assets or the lease term, if shorter. Useful lives are 30 years for buildings, up to 20 years for leasehold improvements, and from 3 to 7 years for furniture, fixtures and equipment.

The Company capitalizes the costs of software developed for internal use which commences during the development phase of the project. The Company amortizes software developed or obtained for internal use on a straight-line basis, generally from 1 to 5 years, when such software is ready for use. The net carrying value of software developed or obtained for internal use was \$126 million and \$118 million at December 31, 2021 and 2020, respectively.

IMPAIRMENT OF GOODWILL, INTANGIBLE ASSETS AND OTHER LONG-LIVED ASSETS

Goodwill represents the excess of acquisition costs over the fair value of the net tangible assets and identifiable intangible assets acquired in a business combination. Other indefinite-lived intangible assets primarily consist of trademarks acquired in business combinations. Goodwill and other indefinite-lived assets are not amortized, but are subject to impairment testing. The aggregate carrying values of our goodwill and other indefinite-lived intangible assets were \$2,923 million and \$712 million, respectively, at December 31, 2021 and are subject to an impairment assessment annually as of October 1, or whenever events or changes in circumstances indicate that the carrying amount may not be fully recoverable. The impairment assessment is performed at the reporting unit level which includes Realogy Brokerage Group, franchise services (reported within the Realogy Franchise Group reportable segment), Realogy Title Group and Realogy Leads Group (includes lead generation and Cartus Relocation Services and reported within the Realogy Franchise Group reportable segment). This assessment compares the carrying value of each reporting unit and the carrying value of each other indefinite lived intangible asset to their respective fair values and, when appropriate the carrying value is reduced to fair value and an impairment charge for the excess is recorded on the "Impairments" line in the accompanying Consolidated Statements of Operations.

In testing goodwill, the fair value of each reporting unit is estimated using the income approach, a discounted cash flow method. For the other indefinite lived intangible assets, fair value is estimated using the relief from royalty method. Management utilizes long-term cash flow forecasts and the Company's annual operating plans adjusted for terminal value assumptions. The fair value of the Company's reporting units and other indefinite lived intangible assets are determined utilizing the best estimate of future revenues, operating expenses including commission expense, market and general economic conditions, trends in the industry, as well as assumptions that management believes marketplace participants would utilize including discount rates, cost of capital, trademark royalty rates, and long-term growth rates. The trademark royalty rate was determined by reviewing similar trademark agreements with third parties.

Although management believes that assumptions are reasonable, actual results may vary significantly. These impairment assessments involve the use of accounting estimates and assumptions, changes in which could materially impact our financial condition or operating performance if actual results differ from such estimates and assumptions. Furthermore, significant negative industry or economic trends, disruptions to the business, unexpected significant changes or planned changes in use of the assets, a decrease in business results, growth rates that fall below management's assumptions, divestitures, and a sustained decline in the Company's stock price and market capitalization may have a negative effect on the fair values and key valuation assumptions. Such changes could result in changes to management's estimates of the Company's fair value and a material impairment of goodwill or other indefinite-lived intangible assets. To address this uncertainty, a sensitivity analysis is performed on key estimates and assumptions.

Based upon the impairment analysis performed in the fourth quarter of 2021, there was no impairment of goodwill or other indefinite-lived intangible assets for the year ended December 31, 2021. Management evaluated the effect of lowering the estimated fair value for each of the reporting units by 10% and determined that no impairment of goodwill would have been recognized under this evaluation for 2021.

During the year ended December 31, 2020, the Company recorded the following non-cash impairments related to goodwill and intangible assets:

- an impairment of Realogy Franchise Group trademarks of \$30 million and a goodwill impairment of \$413 million for Realogy Brokerage Group in the first quarter of 2020 driven by the impact on future earnings related to the COVID-19 pandemic primarily due to a significant increase in the weighted average cost of capital as a result of the volatility in the capital and debt markets due to COVID-19 and the related lower projected financial results;
- impairment charges of \$105 million related to goodwill and \$18 million related to customer relationships during the nine months ended September 30, 2020 (while Cartus Relocation Services was held for sale) to reduce the net assets to the estimated proceeds; and
- an additional goodwill impairment charge of \$22 million and a trademark impairment charge of \$34 million related to Cartus Relocation Services in the fourth quarter of 2020 as a result of the impact of the COVID-19 crisis resulting in lower relocation activity which negatively impacted the operating results of relocation services.

The results of the Company's annual impairment assessment indicated no other impairment charges were required for the other reporting units or other indefinite-lived intangibles. Management evaluated the effect of lowering the estimated fair value for each of the passing reporting units by 10% and determined that no impairment of goodwill would have been recognized under this evaluation for 2020. Due to the impairments during 2020 for the Realogy Franchise Group and Cartus Relocation Service trademarks, there was little to no excess fair value over carrying value as of December 31, 2020.

During the year ended December 31, 2019, the Company recorded non-cash impairments which included a goodwill impairment charge of \$237 million related to Realogy Brokerage Group and a \$22 million reduction to record net assets held for sale at the lower of carrying value or fair value, less costs to sell (including \$16 million related to goodwill), for Cartus Relocation Services which was presented as held for sale at December 31, 2019. The results of the Company's annual impairment assessment indicated no other impairment charges were required for the other reporting units or other indefinite-lived intangibles. Management evaluated the effect of lowering the estimated fair value for each of the passing reporting units by 10% and determined that no impairment of goodwill would have been recognized under this evaluation for 2019.

The Company evaluates the recoverability of its other long-lived assets, including amortizable intangible assets, if circumstances indicate an impairment may have occurred. This assessment is performed by comparing the respective carrying values of the assets to the current and expected future cash flows, on an undiscounted basis, to be generated from such assets. If such assessment indicates that the carrying value of these assets is not recoverable, then the carrying value of such assets is reduced to fair value through a charge to the Company's Consolidated Statements of Operations.

INCOME TAXES

The Company's provision for income taxes is determined using the asset and liability method, under which deferred tax assets and liabilities are calculated based upon the differences between the financial statement and income tax bases of assets and liabilities using currently enacted tax rates. These differences are based upon estimated differences between the book and tax basis of the assets and liabilities for the Company. Certain tax assets and liabilities of the Company may be adjusted in connection with the finalization of income tax audits.

The Company's deferred tax assets are recorded net of a valuation allowance when, based on the weight of available evidence, it is more likely than not that all or some portion of the recorded deferred tax balances will not be realized in future periods. Decreases to the valuation allowance are recorded as reductions to the Company's provision for income taxes and increases to the valuation allowance result in additional provision for income taxes.

REVENUE RECOGNITION

See Note 4, "Revenue Recognition", for discussion.

ADVERTISING EXPENSES

Advertising costs are generally expensed in the period incurred. Advertising expenses, recorded within the marketing expense line item on the Company's Consolidated Statements of Operations, were approximately \$192 million, \$157 million and \$197 million for the years ended December 31, 2021, 2020 and 2019, respectively.

STOCK-BASED COMPENSATION

The Company grants stock-based awards to certain senior management members, employees and directors including restricted stock units and performance share units. The fair value of restricted stock units and performance share units without a market condition is measured based on the closing price of the Company's common stock on the grant date and is recognized as expense over the service period of the award, or when requisite performance metrics or milestones are probable of being achieved. The fair value of awards with a market condition are estimated using the Monte Carlo simulation method and expense is recognized on a straight-line basis over the requisite service period of the award. The Company recognizes forfeitures as they occur.

ASSETS HELD FOR SALE AND DISCONTINUED OPERATIONS

The Company reports the results of operations of a business as discontinued operations if a disposal represents a strategic shift that has or will have a major effect on the Company's operations and financial results when the business is sold and classified as held for sale, in accordance with the criteria of Accounting Standard Codification ("ASC") Topic 205 Presentation of Financial Statements ("ASC 205") and ASC Topic 360 Property, Plant and Equipment ("ASC 360"). Assets and liabilities of a business classified as held for sale are recorded at the lower of its carrying amount or estimated fair value,

less cost to sell, and depreciation ceases on the date that the held for sale criteria are met. If the carrying amount of the business exceeds its estimated fair value less cost to sell, a loss is recognized. Assets and liabilities related to a business classified as held for sale are segregated in the current and prior balance sheets in the period in which the business is classified as held for sale. The results of discontinued operations are reported in a separate line in the Consolidated Statements of Operations commencing in the period in which the business meets the criteria, and includes any gain or loss recognized on closing, or adjustment of the carrying amount to fair value less cost to sell. Transactions between the businesses held for sale and businesses held and used that are expected to continue to exist after the disposal are not eliminated to appropriately reflect the continuing operations and balances held for sale.

RECENTLY ADOPTED ACCOUNTING PRONOUNCEMENTS

The Company adopted the new standard on *Simplifying the Accounting for Income Taxes* effective January 1, 2021. The new standard clarifies and simplifies aspects of the accounting for income taxes to help promote consistent application of GAAP by eliminating certain exceptions to the general principles of ASC Topic 740, Income Taxes. The adoption of this guidance did not have an impact to the Company's Consolidated Financial Statements upon adoption on January 1, 2021.

RECENTLY ISSUED ACCOUNTING PRONOUNCEMENTS

The Company considers the applicability and impact of all Accounting Standards Updates. Recently issued standards not listed below were assessed and determined to be either not applicable or are expected to have minimal impact on our consolidated financial position or results of operations.

The FASB issued its new standard on *Accounting for Convertible Instruments and Contracts in an Entity's Own Equity* which simplifies the accounting for instruments with characteristics of liabilities and equity, including convertible debt. The new standard reduces the number of accounting models for convertible debt instruments and convertible preferred stock resulting in fewer embedded conversion features being separately recognized from the host contract and the interest rate of more convertible debt instruments being closer to the coupon interest rate, as compared with prior guidance. In addition, the standard changes the diluted earnings per share calculation for instruments that may be settled in cash or shares and for convertible instruments. The new standard is effective for reporting periods beginning on or after December 15, 2021 and permits the use of either the modified retrospective or fully retrospective method of transition.

The Company will adopt the new standard on January 1, 2022 using the modified retrospective method. Upon adoption, the Company expects to derecognize the unamortized debt discount and related equity component associated with its Exchangeable Senior Notes. This will result in an increase to Long-term debt of approximately \$65 million, a reduction to Additional paid-in capital of approximately \$53 million, net of taxes, and a reduction to Deferred tax liabilities of approximately \$17 million. The Company expects to record a cumulative effect of adoption adjustment of approximately \$5 million, net of taxes, as a reduction to Accumulated deficit on January 1, 2022 related to the reversal of cumulative interest expense recognized for the amortization of the debt discount on its Exchangeable Senior Notes since issuance. Upon adoption, the Company is required to use the "if converted" method when calculating the dilutive impact of convertible debt on earnings per share, however the Company's does not expect this change to have a financial impact upon adoption as the Company's Exchangeable Senior Notes have been antidilutive since issuance.

3. LEASES

The Company's lease portfolio consists primarily of office space and equipment. The Company has approximately 1,100 real estate leases with lease terms ranging from less than 1 year to 17 years and includes the Company's brokerage sales offices, regional and branch offices for title and relocation operations, corporate headquarters, regional headquarters, and facilities serving as local administration, training and storage. The Company's brokerage sales offices are generally located in shopping centers and small office parks, typically with lease terms of 1 year to 5 years. In addition, the Company has equipment leases which primarily consist of furniture, computers and other office equipment.

Right-of-use assets represent the Company's right to use an underlying asset for the lease term and lease liabilities represent the Company's obligation to make lease payments arising from the lease. At lease commencement, the Company records a liability for its lease obligation measured at the present value of future lease payments and a right-of-use asset equal to the lease liability adjusted for prepayments and lease incentives. The Company uses its collateralized incremental borrowing rate to calculate the present value of lease liabilities as most of its leases do not provide an implicit rate that is readily determinable. The Company does not recognize a lease obligation and right-of-use asset on its balance sheet for any leases with an initial term of 12 months or less. Some real estate leases include one or more options to renew or terminate a lease. The exercise of a lease renewal or termination option is assessed at commencement of the lease and only reflected in

the lease term if the Company is reasonably certain to exercise the option. The Company has lease agreements that contain both lease and non-lease components, such as common area maintenance fees, and has made a policy election to combine both fixed lease and non-lease components in total gross rent for all of its leases. Expense for operating leases is recognized on a straight-line basis over the lease term. Finance lease assets are amortized on a straight-line basis over the shorter of the estimated useful life of the underlying asset or the lease term. The interest component of a finance lease is included in interest expense and recognized using the effective interest method over the lease term.

Supplemental balance sheet information related to the Company's leases was as follows:

Lease Type	Balance Sheet Classification	December 31,	
		2021	2020
Assets:			
Operating lease assets	Operating lease assets, net	\$ 453	\$ 450
Finance lease assets (a)	Property and equipment, net	33	40
Total lease assets, net		\$ 486	\$ 490
Liabilities:			
Current:			
Operating lease liabilities	Current portion of operating lease liabilities	\$ 128	\$ 129
Finance lease liabilities	Accrued expenses and other current liabilities	11	13
Non-current:			
Operating lease liabilities	Long-term operating lease liabilities	417	430
Finance lease liabilities	Other non-current liabilities	13	19
Total lease liabilities		\$ 569	\$ 591
Weighted Average Lease Term and Discount Rate			
Weighted average remaining lease term (years):			
Operating leases		5.6	5.9
Finance leases		2.7	2.8
Weighted average discount rate:			
Operating leases		4.2 %	4.6 %
Finance leases		3.4 %	3.7 %

(a) Finance lease assets are recorded net of accumulated amortization of \$45 million and \$40 million at December 31, 2021 and 2020, respectively.

As of December 31, 2021, maturities of lease liabilities by fiscal year were as follows:

Maturity of Lease Liabilities	Operating Leases	Finance Leases	Total
2022	\$ 146	\$ 11	\$ 157
2023	129	8	137
2024	105	5	110
2025	75	1	76
2026	51	—	51
Thereafter	111	—	111
Total lease payments	617	25	642
Less: Interest	72	1	73
Present value of lease liabilities	\$ 545	\$ 24	\$ 569

Supplemental income statement information related to the Company's leases is as follows:

Lease Costs	Year Ended December 31,		
	2021	2020	2019
Operating lease costs	\$ 141	\$ 150	\$ 165
Finance lease costs:			
Amortization of leased assets	12	12	13
Interest on lease liabilities	1	2	2
Other lease costs (a)	24	24	28
Impairment (b)	2	46	12
Less: Sublease income, gross	2	2	3
Net lease cost	<u>\$ 178</u>	<u>\$ 232</u>	<u>\$ 217</u>

(a) Primarily consists of variable lease costs.

(b) Impairment charges relate to the exit and sublease of certain real estate operating leases. In 2020, the Company impaired or restructured a portion of its corporate headquarters in Madison, New Jersey and the relocation operations' main corporate location in Danbury, Connecticut.

Supplemental cash flow information related to leases was as follows:

	Year Ended December 31,		
	2021	2020	2019
Supplemental cash flow information:			
Operating cash flows from operating leases	\$ 162	\$ 165	\$ 162
Operating cash flows from finance leases	1	2	2
Financing cash flows from finance leases	13	14	15

Supplemental non-cash information:

Lease assets obtained in exchange for lease obligations:

Operating leases	\$ 134	\$ 103	\$ 153
Finance leases	6	11	18

4. REVENUE RECOGNITION

Revenue is recognized upon the transfer of control of promised services to customers in an amount that reflects the consideration the Company expects to receive in exchange for those services in accordance with the revenue standard. The Company's revenue is disaggregated by major revenue categories on our Consolidated Statements of Operations and further disaggregated by business segment as follows:

	Years Ended December 31, 2021 vs December 31, 2020									
	Realogy Franchise Group		Realogy Brokerage Group		Realogy Title Group		Corporate and Other		Total Company	
	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020
Gross commission income (a)	\$ —	\$ —	\$ 6,118	\$ 4,669	\$ —	\$ —	\$ —	\$ —	\$ 6,118	\$ 4,669
Service revenue (b)	227	243	29	26	924	714	—	—	1,180	983
Franchise fees (c)	914	725	—	—	—	—	(393)	(306)	521	419
Other (d)	108	91	42	47	28	22	(14)	(10)	164	150
Net revenues	<u>\$ 1,249</u>	<u>\$ 1,059</u>	<u>\$ 6,189</u>	<u>\$ 4,742</u>	<u>\$ 952</u>	<u>\$ 736</u>	<u>\$ (407)</u>	<u>\$ (316)</u>	<u>\$ 7,983</u>	<u>\$ 6,221</u>

Years Ended December 31, 2020 vs December 31, 2019										
	Realogy Franchise Group		Realogy Brokerage Group		Realogy Title Group		Corporate and Other		Total Company	
	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019
Gross commission income (a)	\$ —	\$ —	\$ 4,669	\$ 4,330	\$ —	\$ —	\$ —	\$ —	\$ 4,669	\$ 4,330
Service revenue (b)	243	351	26	11	714	579	—	—	983	941
Franchise fees (c)	725	668	—	—	—	—	(306)	(282)	419	386
Other (d)	91	139	47	68	22	17	(10)	(11)	150	213
Net revenues	<u>\$ 1,059</u>	<u>\$ 1,158</u>	<u>\$ 4,742</u>	<u>\$ 4,409</u>	<u>\$ 736</u>	<u>\$ 596</u>	<u>\$ (316)</u>	<u>\$ (293)</u>	<u>\$ 6,221</u>	<u>\$ 5,870</u>

- (a) Gross commission income at Realogy Brokerage Group is recognized at a point in time at the closing of a homesale transaction.
- (b) Service revenue primarily consists of title and escrow fees at Realogy Title Group and are recognized at a point in time at the closing of a homesale transaction. Service revenue at Realogy Franchise Group includes relocation fees, which are recognized as revenue when or as the related performance obligation is satisfied dependent on the type of service performed, and fees related to leads and related services, which are recognized at a point in time at the closing of a homesale transaction or at the completion of the related service.
- (c) Franchise fees at Realogy Franchise Group primarily include domestic royalties which are recognized at a point in time when the underlying franchisee revenue is earned (upon close of the homesale transaction).
- (d) Other revenue is comprised of brand marketing funds received at Realogy Franchise Group from franchisees, third-party listing fees in 2019, and other miscellaneous revenues across all of the business segments.

The Company's revenue streams are discussed further below by business segment:

Realogy Franchise Group

Domestic Franchisees

In the U.S., the Company employs a direct franchising model whereby it franchises its real estate brands to real estate brokerage businesses that are independently owned and operated. Franchise revenue principally consists of royalty and marketing fees from the Company's franchisees. The royalty received is primarily based on a gross percentage (generally 6%) of the franchisee's gross commission income. Royalty fees are recorded as the underlying franchisee revenue is earned (upon close of the homesale transaction). Annual volume incentives given to certain franchisees on royalty fees are recorded as a reduction to revenue and are accrued for in relative proportion to the recognition of the underlying gross franchise revenue. Other sales incentives are generally recorded as a reduction to revenue ratably over the related performance period or from the date of issuance through the remaining life of the related franchise agreement. Franchise revenue also includes domestic initial franchise fees which are generally non-refundable and recognized by the Company as revenue upon the execution or opening of a new franchisee office to cover the upfront costs associated with opening the franchisee for business under one of Realogy's brands.

The Company also earns marketing fees from its franchisees and utilizes such fees to fund marketing campaigns on behalf of its franchisees. As such, brand marketing fund fees are recorded as deferred revenue when received and recognized into revenue as earned when these funds are spent on marketing activities. The balance for deferred brand marketing fund fees increased from \$14 million at January 1, 2021 to \$25 million at December 31, 2021 primarily due to additional fees received from franchisees, offset by amounts recognized into revenue matching expenses for marketing activities during the year ended December 31, 2021.

International Franchisees

The Company utilizes a direct franchising model outside of the U.S. for Sotheby's International Realty® and Corcoran® and, in some cases, Better Homes and Gardens® Real Estate. For all other brands, the Company generally employs a master franchise model outside of the U.S., whereby it contracts with a qualified third party to build a franchise network in the country or region in which franchising rights have been granted. Under both the direct and master franchise models outside of the U.S., the Company enters into long-term franchise agreements (generally 25 years in duration) and receive an initial area development fee ("ADF") and ongoing royalties. Ongoing royalties are generally a percentage of the royalties received by the master franchisor from its franchisees with which it contracts and are recorded once the funds are received by the master franchisor. Under the direct franchise model, a royalty fee is paid to the Company on transactions conducted by its franchisees in the applicable country or region. The ADFs that the Company collects are recorded as deferred revenue when

received and are classified as current or non-current liabilities in the Consolidated Balance Sheets based on the expected timing of revenue recognition. ADFs are recognized into franchise revenue over the average 25 year life of the related franchise agreement as consideration for the right to access and benefit from Realogy's brands. In the event an ADF agreement is terminated prior to the end of its term, the unamortized deferred revenue balance will be recognized into revenue immediately upon termination. The balance for deferred ADFs decreased from \$43 million at January 1, 2021 to \$41 million at December 31, 2021 due to \$5 million of revenues recognized during the year ended December 31, 2021 that were included in the deferred revenue balance at the beginning of the period, partially offset by \$3 million of additional area development fees received during the year ended December 31, 2021.

In addition, the Company recognizes a deferred asset for commissions paid to Realogy franchise sales employees upon the sale of a new franchise as these are considered costs of obtaining a contract with a customer that are expected to provide benefits to the Company for longer than one year. The Company classifies prepaid commissions as current or non-current assets in the Consolidated Balance Sheets based on the expected timing of expense recognition. The amount of commissions is calculated as a percentage of the anticipated gross commission income of the new franchisee or ADF and is amortized over 30 years for domestic franchise agreements or the agreement term for international franchise agreements (generally 25 years). The amount of prepaid commissions was \$26 million and \$25 million at December 31, 2021 and 2020, respectively.

Lead Generation Programs

Through Realogy Leads Group, a part of Realogy Franchise Group, the Company provides leads through real estate benefit programs that provide home-buying and selling assistance to members of organizations such as credit unions and interest groups that have established members who are buying or selling a home as well as to consumers and corporations who have expressed interest in a certain brand, product or service (such as relocation services), including those offered by Realogy. Realogy Leads Group also directs the Company's broker-to-broker business, which generates leads by brokers affiliated with one of its customized agent and brokerage networks, including the Realogy Advantage Brokerage Network. The networks consist of real estate brokers, including company owned brokerage operations, select franchisees and independent real estate brokers who have been approved to become members. Member brokers of the networks receive leads from the Company's real estate benefit programs (including via Cartus Relocation Services) and each other in exchange for a fee paid to Realogy Leads Group. Network fees are billed in advance and recognized into revenue on a straight-line basis each month during the membership period. The balance for deferred network fees remained flat at zero at January 1, 2021 and December 31, 2021 and consisted of \$5 million of revenues recognized during the year that were included in the deferred revenue balance at the beginning of the period offset by a \$5 million increase related to new network fees.

Cartus Relocation Services

Through Cartus Relocation Services, a part of Realogy Franchise Group, the Company offers a broad range of employee relocation services to clients designed to manage all aspects of transferring their employees ("transferees"). These services include, but are not limited to, homesale assistance, relocation policy counseling and group move management services, expense processing and relocation-related accounting, and visa and immigration support. The Company also arranges household goods moving services and provides support for all aspects of moving a transferee's household goods. There are a number of different revenue streams associated with relocation services including fees earned from real estate brokers and household goods moving companies that provide services to the transferee which are recognized at a point in time at the completion of services. The Company earns revenues from outsourcing management fees charged to clients that may cover several of the relocation services listed above, according to the clients' specific needs. Outsourcing management fees are recorded as deferred revenue when billed (usually at the start of the relocation) and are recognized as revenue over the average time period required to complete the transferee's move, or a phase of the move that the fee covers, which is typically 3 to 6 months depending on the move type. The balance for deferred outsourcing management fees increased from \$3 million on January 1, 2021 to \$4 million on December 31, 2021 due to a \$41 million increase primarily related to additions for management fees billed on new relocation files in advance of the Company satisfying its performance obligation, mostly offset by \$40 million of revenues recognized during the year as performance obligations were satisfied. Furthermore, Cartus Relocation Services continues to provide value through the generation of leads to real estate agent and brokerage participants in the networks maintained by Realogy Leads Group, which drives downstream revenue for our businesses. The Company also earns net interest income which represents interest earned from clients on the funds it advances on behalf of the transferring employee net of costs associated with the securitization obligations used to finance these payments, which is recorded within other revenue in the accompanying Consolidated Statements of Operations.

Realogy Brokerage Group

As an owner-operator of real estate brokerages, the Company assists home buyers and sellers in listing, marketing, selling and finding homes. Real estate commissions earned by the Company's real estate brokerage business are recorded as revenue at a point in time which is upon the closing of a real estate transaction (i.e., purchase or sale of a home). These revenues are referred to as gross commission income. The commissions the Company pays to real estate agents are recognized concurrently with associated revenues and presented as the commission and other agent-related costs line item on the accompanying Consolidated Statements of Operations.

The Company has relationships with developers, primarily in major cities, to provide marketing and brokerage services in new developments. New development closings generally have a development period of between 18 and 24 months from contracted date to closing. In some cases, the Company receives advanced commissions which are recorded as deferred revenue when received and recognized as revenue when units within the new development close. The balance of advanced commissions related to developments increased from \$9 million at January 1, 2021 to \$11 million at December 31, 2021 due to a \$2 million increase related to additional commissions received for new developments.

Realogy Title Group

The Company provides title and closing services, which include title search procedures for title insurance policies, homesale escrow and other closing services. Title revenues and title and closing service fees are recorded at a point in time which occurs at the time a homesale transaction or refinancing closes. The Company also serves as an underwriter of title insurance policies in connection with residential and commercial real estate transactions under its title insurance business, insuring clear title and ownership for the lender and buyer in homesale transactions. The Company's clients include unaffiliated title agencies as well as title agencies that are a part of Realogy Title Group. For unaffiliated agents, policy premium revenue is recognized on a gross basis (before deduction of agent commission) upon notice of policy issuance from the agent. For affiliated title agents, the incremental policy premium revenue is recognized upon the effective date of the title policy as the agent commission revenue is already recognized by the affiliated title agent.

Contract Balances (Deferred Revenue)

The following table shows the total change in the Company's contract liabilities related to revenue contracts by reportable segment (as discussed in detail above) for the year ended December 31, 2021:

	Year Ended December 31, 2021			
	Beginning Balance at January 1, 2021	Additions during the period	Recognized as Revenue during the period	Ending Balance at December 31, 2021
Realogy Franchise Group (a)	\$ 70	\$ 178	\$ (169)	\$ 79
Realogy Brokerage Group	12	5	(3)	14
Total	<u>\$ 82</u>	<u>\$ 183</u>	<u>\$ (172)</u>	<u>\$ 93</u>

(a) Revenues recognized include intercompany marketing fees paid by Realogy Brokerage Group.

The majority of the Company's contracts are transactional in nature or have a duration of one-year or less. Accordingly, the Company does not disclose the value of unsatisfied performance obligations for contracts with an original expected length of one year or less.

5. GOODWILL AND INTANGIBLE ASSETS

Goodwill

Goodwill by reportable segment and changes in the carrying amount are as follows:

	Realogy Franchise Group	Realogy Brokerage Group	Realogy Title Group	Total Company
Balance at January 1, 2019	\$ 2,652	\$ 906	\$ 154	\$ 3,712
Goodwill acquired	—	—	1	1
Impairment (a)	(16)	(237)	—	(253)
Balance at December 31, 2019	2,636	669	155	3,460
Goodwill acquired	—	—	1	1
Goodwill reduction for sale of a business	—	(11)	—	(11)
Impairment (b)	(127)	(413)	—	(540)
Balance at December 31, 2020	2,509	245	156	2,910
Goodwill acquired (c)	—	24	2	26
Goodwill reduction for sale of business (d)	(3)	(10)	—	(13)
Balance at December 31, 2021	<u>\$ 2,506</u>	<u>\$ 259</u>	<u>\$ 158</u>	<u>\$ 2,923</u>
<i>Goodwill and accumulated impairment summary:</i>				
Gross goodwill	\$ 3,953	\$ 1,067	\$ 482	\$ 5,502
Accumulated impairments (e)	(1,447)	(808)	(324)	(2,579)
Balance at December 31, 2021	<u>\$ 2,506</u>	<u>\$ 259</u>	<u>\$ 158</u>	<u>\$ 2,923</u>

- (a) During the year ended December 31, 2019, the Company recognized goodwill impairment charges of \$237 million related to Realogy Brokerage Group and \$16 million at Realogy Franchise Group which related to the reduction to record net assets held for sale at the lower of carrying value or fair value, less costs to sell, for Cartus Relocation Services which was presented as held for sale at December 31, 2019.
- (b) During the year ended December 31, 2020, the Company recognized a goodwill impairment charges of \$413 million related to Realogy Brokerage Group and \$127 million at Realogy Franchise Group which related to \$105 million during the nine months ended September 30, 2020 (while Cartus Relocation Services was held for sale) to reduce the net assets to the estimated proceeds and an additional goodwill impairment charge of \$22 million during the fourth quarter of 2020 related to Cartus Relocation Services.
- (c) Goodwill acquired during the year ended December 31, 2021 relates to the acquisition of three real estate brokerage operations and one title and settlement operations.
- (d) Goodwill reduction during the year ended December 31, 2021 relates to the sale of a relocation-related business during the first quarter of 2021 and the sale of a business at Realogy Brokerage Group during the second quarter of 2021.
- (e) Includes impairment charges which reduced goodwill by \$540 million during 2020, \$253 million during 2019, \$1,279 million during 2008 and \$507 million during 2007.

Brokerage Acquisitions

None of the acquisitions were significant to the Company's results of operations, financial position or cash flows individually or in the aggregate.

The Company acquired three real estate brokerage operations through its wholly owned subsidiary, Realogy Brokerage Group, for aggregate cash consideration of \$26 million and established \$6 million of contingent consideration. These acquisitions resulted in goodwill of \$24 million, trademarks of \$2 million, other intangibles of \$4 million, other assets of \$12 million and other liabilities of \$10 million.

Intangible Assets

Intangible assets are as follows:

	As of December 31, 2021			As of December 31, 2020		
	Gross Carrying Amount	Accumulated Amortization	Net Carrying Amount	Gross Carrying Amount	Accumulated Amortization	Net Carrying Amount
Amortizable—Franchise agreements (a)	\$ 2,010	\$ 989	\$ 1,021	\$ 2,010	\$ 922	\$ 1,088
Indefinite life—Trademarks (b)	\$ 687		\$ 687	\$ 685		\$ 685
<i>Other Intangibles</i>						
Amortizable—License agreements (c)	\$ 45	\$ 14	\$ 31	\$ 45	\$ 13	\$ 32
Amortizable—Customer relationships (d)	456	345	111	509	376	133
Indefinite life—Title plant shares (e)	25		25	20		20
Amortizable—Other (f)	16	12	4	14	11	3
Total Other Intangibles	\$ 542	\$ 371	\$ 171	\$ 588	\$ 400	\$ 188

- (a) Generally amortized over a period of 30 years.
- (b) Primarily related to real estate franchise brands, title and relocation tradenames which are expected to generate future cash flows for an indefinite period of time.
- (c) Relates to the Sotheby's International Realty[®] and Better Homes and Gardens[®] Real Estate agreements which are being amortized over 50 years (the contractual term of the license agreements).
- (d) Relates to the customer relationships at Realogy Franchise Group, Realogy Title Group and Realogy Brokerage Group. These relationships are being amortized over a period of 5 to 20 years.
- (e) Ownership in a title plant is required to transact title insurance in certain states. The Company expects to generate future cash flows for an indefinite period of time.
- (f) Consists of covenants not to compete which are amortized over their contract lives and other intangibles which are generally amortized over periods ranging from 5 to 10 years.

Intangible asset amortization expense is as follows:

	For the Year Ended December 31,		
	2021	2020	2019
Franchise agreements	\$ 67	\$ 67	\$ 67
License agreements	1	1	1
Customer relationships	22	5	19
Other	4	4	6
Total	\$ 94	\$ 77	\$ 93

Based on the Company's amortizable intangible assets as of December 31, 2021, the Company expects related amortization expense to be approximately \$91 million, \$89 million, \$89 million, \$89 million, \$89 million and \$720 million in 2022, 2023, 2024, 2025, 2026 and thereafter, respectively.

6. FRANCHISING AND MARKETING ACTIVITIES

Franchise fee revenue includes domestic initial franchise fees and international area development fees of \$5 million, \$7 million and \$9 million for each of the years ended December 31, 2021, 2020 and 2019, respectively. The Company's real estate franchisees may receive volume incentives on their royalty payments. Such annual incentives are based upon the amount of the franchisees commission income earned and paid to the Company during the calendar year. Each brand has several different annual incentive schedules currently in effect. Franchise fee revenue is recorded net of annual volume incentives provided to real estate franchisees of \$87 million, \$63 million and \$50 million for the years ended December 31, 2021, 2020 and 2019, respectively.

The Company's wholly-owned real estate brokerage services segment, Realogy Brokerage Group, pays royalties to the Company's franchise business; however, such amounts are eliminated in consolidation. Realogy Brokerage Group paid

royalties to Realogy Franchise Group of \$393 million, \$306 million and \$282 million for the years ended December 31, 2021, 2020 and 2019, respectively.

Marketing fees are generally paid by the Company's real estate franchisees and are generally calculated based on a specified percentage of gross closed commissions earned on real estate transactions, and may be subject to certain minimum and maximum payments. Brand marketing fund revenue was \$92 million, \$69 million and \$90 million for the years ended December 31, 2021, 2020 and 2019, respectively, which included marketing fees paid to Realogy Franchise Group from Realogy Brokerage Group of \$14 million, \$10 million and \$11 million for the years ended December 31, 2021, 2020 and 2019, respectively. As provided for in the franchise agreements and generally at the Company's discretion, all of these fees are to be expended for marketing purposes.

The number of franchised and company owned offices in operation are as follows:

	(Unaudited) As of December 31,		
	2021	2020	2019
<i>Franchised (domestic and international):</i>			
Century 21 [®]	14,246	13,222	11,640
ERA [®]	2,355	2,318	2,301
Coldwell Banker [®]	2,071	2,263	2,323
Coldwell Banker Commercial [®]	164	168	159
Sotheby's International Realty [®]	986	952	962
Better Homes and Gardens [®] Real Estate	411	389	391
Corcoran [®]	122	74	—
Total Franchised	<u>20,355</u>	<u>19,386</u>	<u>17,776</u>
<i>Company owned:</i>			
Coldwell Banker [®]	605	605	634
Sotheby's International Realty [®]	41	39	37
Corcoran [®]	29	29	42
Total Company Owned	<u>675</u>	<u>673</u>	<u>713</u>

The number of franchised and company owned offices (in the aggregate) changed as follows:

	(Unaudited) For the Year Ended December 31,		
	2021	2020	2019
<i>Franchised (domestic and international):</i>			
Beginning balance	19,386	17,776	15,830
Additions	1,583	2,109	2,399
Terminations	(614)	(499)	(453)
Ending balance	<u>20,355</u>	<u>19,386</u>	<u>17,776</u>
<i>Company owned:</i>			
Beginning balance	673	713	755
Additions	25	5	4
Closures	(23)	(45)	(46)
Ending balance	<u>675</u>	<u>673</u>	<u>713</u>

As of December 31, 2021, there were an insignificant number of franchise agreements that were executed for which offices are not yet operating. Additionally, as of December 31, 2021, there were an insignificant number of franchise agreements pending termination.

In order to assist franchisees in converting to one of the Company's brands or as an incentive to renew their franchise agreement, the Company may at its discretion, provide incentives, primarily in the form of conversion notes. Provided the franchisee meets certain minimum annual revenue thresholds during the term of the notes and is in compliance with the

terms of the franchise agreement, the amount of the note is forgiven annually in equal ratable amounts generally over the life of the franchise agreement. If the revenue performance thresholds are not met, franchisees may be required to repay a portion of the outstanding notes. The amount of such franchisee conversion notes were \$164 million and \$155 million at December 31, 2021 and 2020, respectively. These notes are principally classified within other non-current assets in the Company's Consolidated Balance Sheets. The Company recorded a contra-revenue in the statement of operations related to the forgiveness and impairment of these notes and other sales incentives of \$32 million for each of the years ended December 31, 2021 and 2020 and \$29 million for the year ended December 31, 2019, respectively.

7. PROPERTY AND EQUIPMENT, NET

Property and equipment, net consisted of:

	December 31,	
	2021	2020
Furniture, fixtures and equipment	\$ 166	\$ 188
Capitalized software	463	444
Finance lease assets	78	80
Building and leasehold improvements	295	300
Land	3	3
Gross property and equipment	1,005	1,015
Less: accumulated depreciation	(695)	(698)
Property and equipment, net	<u>\$ 310</u>	<u>\$ 317</u>

The Company recorded depreciation expense related to property and equipment of \$110 million, \$109 million and \$102 million for the years ended December 31, 2021, 2020 and 2019, respectively.

8. ACCRUED EXPENSES AND OTHER CURRENT LIABILITIES

Accrued expenses and other current liabilities consisted of:

	December 31,	
	2021	2020
Accrued payroll and related employee costs	\$ 284	\$ 239
Advances from clients	31	65
Accrued volume incentives	60	46
Accrued commissions	49	48
Restructuring accruals	10	16
Deferred income	59	46
Accrued interest	42	18
Current portion of finance lease liabilities	11	13
Due to former parent	19	19
Other	101	90
Total accrued expenses and other current liabilities	<u>\$ 666</u>	<u>\$ 600</u>

9. SHORT AND LONG-TERM DEBT

Total indebtedness is as follows:

	December 31,	
	2021	2020
Senior Secured Credit Facility:		
Revolving Credit Facility	\$ —	\$ —
Term Loan B Facility	—	1,036
Term Loan A Facility	231	681
7.625% Senior Secured Second Lien Notes	542	540
4.875% Senior Notes	406	406
9.375% Senior Notes	545	544
5.75% Senior Notes	898	—
0.25% Exchangeable Senior Notes	328	—
Total Short-Term & Long-Term Debt	\$ 2,950	\$ 3,207
Securitization Obligations:		
Apple Ridge Funding LLC	\$ 116	\$ 102
Cartus Financing Limited	2	4
Total Securitization Obligations	\$ 118	\$ 106

Indebtedness Table

As of December 31, 2021, the Company's borrowing arrangements were as follows:

	Interest Rate	Expiration Date	Principal Amount	Unamortized Discount (Premium) and Debt Issuance Costs	Net Amount
Senior Secured Credit Facility (1)	(2)	(2)	\$ —	\$ *	\$ —
Term Loan A Facility	(2)	(2)	232	1	231
Senior Secured Second Lien Notes (3) (4)	7.625%	June 2025	550	8	542
Senior Notes (3)	4.875%	June 2023	407	1	406
Senior Notes (3) (4)	9.375%	April 2027	550	5	545
Senior Notes (3)	5.75%	January 2029	900	2	898
Exchangeable Senior Notes (5)	0.25%	June 2026	403	75	328
Total Short-Term & Long-Term Debt			\$ 3,042	\$ 92	\$ 2,950
Securitization obligations: (6)					
Apple Ridge Funding LLC		June 2022	\$ 116	\$ *	\$ 116
Cartus Financing Limited		September 2022	2	*	2
Total Securitization Obligations			\$ 118	\$ —	\$ 118

* The debt issuance costs related to our Revolving Credit Facility and securitization obligations are classified as a deferred financing asset within other assets.

- (1) The Senior Secured Credit Facility includes a \$1,425 million Revolving Credit Facility which includes a \$125 million letter of credit sub-facility, and, until its repayment in full in September 2021, a Term Loan B Facility. As of December 31, 2021, there were no outstanding borrowings under the Revolving Credit Facility and \$42 million of outstanding undrawn letters of credit. On February 23, 2022, the Company had no outstanding borrowings under the Revolving Credit Facility and \$42 million of outstanding undrawn letters of credit.
- (2) See below under the header "Senior Secured Credit Agreement and Term Loan A Agreement" for additional information.
- (3) See below under the header "Senior Secured Second Lien Notes" and "Unsecured Notes" for additional information.
- (4) In the first quarter of 2022, the Company issued \$1,000 million 5.25% Senior Notes due 2030 and used net proceeds, together with cash on hand, to redeem in full both the outstanding 9.375% Senior Notes due 2027 and the 7.625% Senior Secured Second Lien Notes due 2025. See Note 19, "Subsequent Events", for a description of these transactions.

- (5) See below under the header "Exchangeable Senior Notes" for additional information.
- (6) See below under the header "Securitization Obligations" for additional information.

Maturities Table

As of December 31, 2021, the combined aggregate amount of maturities for long-term borrowings for each of the next five years is as follows:

Year	Amount
2022 (a)	\$ 10
2023	423
2024	22
2025	734
2026	403

- (a) The current portion of long-term debt of \$10 million shown on the Consolidated Balance Sheets consists of four quarters of 2022 amortization payments for the Extended Term Loan A. There were no outstanding borrowings under the Revolving Credit Facility as of December 31, 2021, however any amounts outstanding would be classified on the balance sheet as current due to the revolving nature and terms and conditions of the facilities.

Senior Secured Credit Agreement and Term Loan A Agreement

The Company's Amended and Restated Credit Agreement dated as of March 5, 2013 (as amended, amended and restated, modified or supplemented from time to time, the "Senior Secured Credit Agreement") governs its senior secured revolving credit facility (the "Revolving Credit Facility") and, until its repayment in full in September 2021, its term loan B facility (the "Term Loan B Facility", and collectively with the Revolving Credit Facility, the "Senior Secured Credit Facility") and the Company's Term Loan A Agreement dated as of October 23, 2015 (as amended, amended and restated, modified or supplemented from time to time, the "Term Loan A Agreement") governs its senior secured term loan A credit facility (the "Term Loan A Facility").

In January 2021, Realogy Group entered into amendments to the Senior Secured Credit Agreement, referred to collectively herein as the "2021 Amendments", which among other things extended the maturity of a portion of the outstanding loans under the Term Loan A Facility (the "Extended Term Loan A") and a portion of the commitments under the Revolving Credit Facility (the "Extended Revolving Credit Commitment"), in each case from February 2023 to February 2025, provided that if on or before March 2, 2023, the 4.875% Senior Notes have not been extended, refinanced or replaced to have a maturity date after May 10, 2025, the maturity date of the Extended Term Loan A and Extended Revolving Credit Commitment will be March 2, 2023.

In 2021, the Company repaid all of the remaining Non-extended Term Loan A and the Term Loan B Facility:

<u>Reporting Period</u>	<u>Amount Paid</u>	<u>Debt Instrument</u>	<u>Source of Funds</u>
Q1 2021	\$250 million	Term Loan A Facility	Issuance in the aggregate of \$900 million of 5.75% Senior Notes
	\$655 million	Term Loan B Facility	
Q2 2021	\$150 million	Term Loan B Facility	Cash on hand
Q3 2021	\$197 million	Term Loan A Facility	Cash on hand
	\$238 million	Term Loan B Facility	

Senior Secured Credit Facility

The Senior Secured Credit Facility includes a \$1,425 million Revolving Credit Facility which includes a \$125 million letter of credit sub-facility. The Revolving Credit Facility includes available capacity under the Non-extended Revolving Credit Commitment of \$477 million and available capacity under the Extended Revolving Credit Commitment of \$948 million. The Non-extended Revolving Credit Commitment expires in February 2023 and, subject to the earlier springing maturity described above, the Extended Revolving Credit Commitment expires in February 2025.

The interest rate with respect to revolving loans under the Revolving Credit Facility is based on, at Realogy Group's option, adjusted London Interbank Offering Rate ("LIBOR") or JP Morgan Chase Bank, N.A.'s prime rate ("ABR") plus an additional margin subject to the following adjustments based on the Company's then current senior secured leverage ratio:

Senior Secured Leverage Ratio	Applicable LIBOR Margin	Applicable ABR Margin
Greater than 3.50 to 1.00	2.50%	1.50%
Less than or equal to 3.50 to 1.00 but greater than or equal to 2.50 to 1.00 ..	2.25%	1.25%
Less than 2.50 to 1.00 but greater than or equal to 2.00 to 1.00	2.00%	1.00%
Less than 2.00 to 1.00	1.75%	0.75%

Based on the previous quarter's senior secured leverage ratio, the LIBOR margin was 1.75% and the ABR margin was 0.75% for the three months ended December 31, 2021.

Until its repayment in full in September 2021, the Senior Secured Credit Facility also included the Term Loan B Facility issued in the original aggregate principal amount of \$1,080 million with a maturity date of February 2025. The Term Loan B Facility had quarterly amortization payments totaling 1% per annum of the initial aggregate principal amount. The interest rate with respect to term loans under the Term Loan B Facility was based on, at Realogy Group's option, adjusted LIBOR plus 2.25% (with a LIBOR floor of 0.75%) or ABR plus 1.25% (with an ABR floor of 1.75%).

The obligations under the Senior Secured Credit Agreement are secured to the extent legally permissible by substantially all of the assets of Realogy Group, Realogy Intermediate and all of their domestic subsidiaries, other than certain excluded subsidiaries and subject to certain exceptions.

Realogy Group's Senior Secured Credit Agreement contains financial, affirmative and negative covenants as well as a financial covenant that Realogy Group maintain (so long as commitments under the Revolving Credit Facility are outstanding) a maximum permitted senior secured leverage ratio, not to exceed 4.75 to 1.00. The leverage ratio is tested quarterly regardless of the amount of borrowings outstanding and letters of credit issued under the Revolving Credit Facility at the testing date. Total senior secured net debt does not include the securitization obligations or our unsecured indebtedness, including the Unsecured Notes and the Exchangeable Senior Notes. At December 31, 2021, Realogy Group was in compliance with the senior secured leverage ratio covenant.

Term Loan A Facility

The term loans under the Term Loan A Facility were originally \$750 million. In September 2021, the Company repaid the Non-extended Term Loan A due February 2023 in full. The Extended Term Loan A due February 2025, subject to the earlier springing maturity described above, provides for quarterly amortization based on a percentage of the original principal amount of \$237 million, which commenced on June 30, 2021, as follows: 0.625% per quarter from June 30, 2021 to March 31, 2022; 1.25% per quarter from June 30, 2022 to March 31, 2023; 1.875% per quarter from June 30, 2023 to March 31, 2024; and 2.50% per quarter for periods ending on or after June 30, 2024, with the balance of the Extended Term Loan A due at maturity on February 8, 2025. No amortization payments were required on the Non-extended Term Loan A.

The interest rates with respect to the Term Loan A Facility are determined in the same manner as under the Senior Secured Credit Agreement.

The Term Loan A Agreement contains covenants that are substantially similar to those in the Senior Secured Credit Agreement.

Senior Secured Second Lien Notes

In the first quarter of 2022, the Company redeemed in full the outstanding 7.625% Senior Secured Second Lien Notes due 2025 using net proceeds, together with cash on hand, from its issuance of 5.25% Senior Notes due 2030. The 7.625% Senior Secured Second Lien Notes were paid at a redemption price of 100% plus the applicable "make whole" premium (as determined pursuant to the indenture governing the 7.625% Senior Secured Second Lien Notes due 2025), together with accrued interest to the redemption date. The 7.625% Senior Secured Second Lien Notes were scheduled to mature on June 15, 2025 and interest was payable semiannually on June 15 and December 15 of each year. See Note 19, "Subsequent Events", for a description of these transactions.

The 7.625% Senior Secured Second Lien Notes were guaranteed on a senior secured second priority basis by Realogy Intermediate and each domestic subsidiary of Realogy Group, other than certain excluded entities, that is a guarantor under its Senior Secured Credit Facility and Term Loan A Facility and certain of its outstanding debt securities. The 7.625% Senior Secured Second Lien Notes were also guaranteed by Realogy Holdings on an unsecured senior subordinated basis. The 7.625% Senior Secured Second Lien Notes were secured by substantially the same collateral as Realogy Group's existing first lien obligations under its Senior Secured Credit Facility and Term Loan A Facility on a second priority basis.

The indentures governing the 7.625% Senior Secured Second Lien Notes contained various covenants that limit the ability of Realogy Intermediate, Realogy Group and Realogy Group's restricted subsidiaries to take certain actions, which covenants are subject to a number of important exceptions and qualifications. These covenants were substantially similar to the covenants in the indenture governing the 9.375% Senior Notes due 2027, as described under *Unsecured Notes* below.

Unsecured Notes

The 4.875% Senior Notes, 9.375% Senior Notes and 5.75% Senior Notes (collectively the "Unsecured Notes") are unsecured senior obligations of Realogy Group.

In the first quarter of 2022, the Company redeemed in full the outstanding 9.375% Senior Notes using net proceeds, together with cash on hand, from its issuance of 5.25% Senior Notes due 2030. The 9.375% Senior Notes were paid at a redemption price of 100% plus the applicable "make whole" premium (as determined pursuant to the indenture governing the 9.375% Senior Notes due 2027), together with accrued interest to the redemption date. The 9.375% Senior Notes were scheduled to mature on April 1, 2027 and interest was payable semi-annually on April 1 and October 1 of each year. See Note 19, "Subsequent Events", for a description of these transactions.

The 4.875% Senior Notes mature on June 1, 2023 and the 5.75% Senior Notes mature on January 15, 2029 with interest on such notes payable each year semiannually on June 1 and December 1 for the 4.875% Senior Notes and on January 15 and July 15 for the 5.75% Senior Notes.

The Company may redeem all or a portion of the 4.875% Senior Notes or 5.75% Senior Notes, as applicable, at the redemption price set forth in the applicable indenture governing such notes, commencing on March 1, 2023 and January 15, 2024, respectively. Prior to those dates, the Company may redeem the applicable notes at its option, in whole or in part, at a redemption price equal to 100% of the principal amount of such notes redeemed plus a "make-whole" premium as set forth in the applicable indenture governing such notes. In addition, with respect to the 5.75% Senior Notes, prior to the dates noted above, the Company may redeem up to 40% of the notes from the proceeds of certain equity offerings as set forth in the applicable indenture governing such notes.

The Unsecured Notes are guaranteed on an unsecured senior basis by each domestic subsidiary of Realogy Group that is a guarantor under the Senior Secured Credit Facility, Term Loan A Facility and Realogy Group's outstanding debt securities, and are guaranteed by Realogy Holdings on an unsecured senior subordinated basis.

The indenture governing the Unsecured Notes contain various negative covenants that limit Realogy Group's and its restricted subsidiaries' ability to take certain actions, which covenants are subject to a number of important exceptions and qualifications. These covenants include limitations on Realogy Group's and its restricted subsidiaries' ability to (a) incur or guarantee additional indebtedness, or issue disqualified stock or preferred stock, (b) pay dividends or make distributions to their stockholders, (c) repurchase or redeem capital stock, (d) make investments or acquisitions, (e) incur restrictions on the ability of certain of their subsidiaries to pay dividends or to make other payments to Realogy Group, (f) enter into transactions with affiliates, (g) create liens, (h) merge or consolidate with other companies or transfer all or substantially all of their assets, (i) transfer or sell assets, including capital stock of subsidiaries and (j) prepay, redeem or repurchase debt that is subordinated in right of payment to the Unsecured Notes.

The 5.75% Senior Notes and the 9.375% Notes generally contain tighter negative covenants compared to the 4.875% notes, including with respect to share repurchases and dividend payments. Specifically, with respect to these notes: (a) neither the cumulative credit basket (nor any other basket) is available to repurchase shares to the extent the consolidated leverage ratio is equal to or greater than 4.0 to 1.0 on a pro forma basis giving effect to such repurchase; (b) the cumulative credit basket for which restricted payments may otherwise be available is equal to 50% of Consolidated Net Income (as defined in such indenture) for the period (taken as one accounting period) from January 1, 2019 to the end of the most recently ended fiscal quarter for which internal financial statements are available at the time of any such restricted payment; provided however, that, to the extent the Consolidated Leverage Ratio is equal to or greater than 4.0 to 1.0, then 25% of the Consolidated Net Income for the aforementioned period will be included; (c) the consolidated leverage ratio must be less

than 3.0 to 1.0 to use the unlimited general restricted payment basket (which payments will reduce the cumulative credit basket, but not below zero); (d) the \$100 million general restricted payment basket may be used only for Restricted Investments (as defined in such indenture); and (e) a restricted payment basket is available for up to \$45 million of dividends per calendar year (with any actual dividends deducted from the available cumulative credit basket).

The consolidated leverage ratio is measured by dividing Realogy Group's total net debt (excluding securitizations) by the trailing twelve-month EBITDA. EBITDA, as defined in the applicable indentures governing the Unsecured Notes, is substantially similar to EBITDA calculated on a Pro Forma Basis, as those terms are defined in the Senior Secured Credit Agreement. Net debt under the indenture governing the 5.75% Senior Notes is Realogy Group's total indebtedness (excluding securitizations) less (i) its cash and cash equivalents in excess of restricted cash and (ii) a \$200 million seasonality adjustment permitted when measuring the ratio on a date during the period of March 1 to May 31.

Exchangeable Senior Notes

In June 2021, Realogy Group issued an aggregate principal amount of \$403 million of 0.25% Exchangeable Senior Notes due 2026. The Company used a portion of the net proceeds from this offering to pay the cost of the exchangeable note hedge transactions described below (with such cost partially offset by the proceeds to the Company from the sale of the warrants pursuant to the warrant transactions described below). The Company expects to use the remaining net proceeds for its working capital and other general corporate purposes.

The Exchangeable Senior Notes are unsecured senior obligations of Realogy Group that mature on June 15, 2026. Interest on the Exchangeable Senior Notes is payable each year semiannually on June 15 and December 15 (commencing on December 15, 2021).

The Exchangeable Senior Notes are guaranteed on an unsecured senior basis by each domestic subsidiary of Realogy Group that is a guarantor under the Senior Secured Credit Facility, Term Loan A Facility and Realogy Group's outstanding debt securities and are guaranteed by Realogy Holdings on an unsecured senior subordinated basis.

Before March 15, 2026, noteholders will have the right to exchange their Exchangeable Senior Notes upon the occurrence of certain events described in the indenture governing the notes. On or after March 15, 2026, noteholders may exchange their Exchangeable Senior Notes at any time at their election until the close of business on the second scheduled trading day immediately before the maturity date of the notes.

Upon exchange, Realogy Group will pay cash up to the aggregate principal amount of the Exchangeable Senior Notes to be exchanged and pay or deliver, as the case may be, cash, shares of the Company's common stock or a combination of cash and shares of the Company's common stock, at Realogy Group's election, in respect of the remainder, if any, of its exchange obligation in excess of the aggregate principal amount of the Exchangeable Senior Notes being exchanged.

The initial exchange rate for Exchangeable Senior Notes is 40.8397 shares of the Company's common stock per \$1,000 principal amount of notes (which represents an initial exchange price of approximately \$24.49 per share of the Company's common stock). The exchange rate and exchange price of the Exchangeable Senior Notes are subject to customary adjustments upon the occurrence of certain events. In addition, if a "Make-Whole Fundamental Change" (as defined in the indenture governing the Exchangeable Senior Notes) occurs, then the exchange rate of the Exchangeable Senior Notes will, in certain circumstances, be increased for a specified period of time. Initially, a maximum of approximately 23,013,139 shares of the Company's common stock may be issued upon the exchange of the Exchangeable Senior Notes, based on the initial maximum exchange rate of 57.1755 shares of the Company's common stock per \$1,000 principal amount of notes, which is subject to customary anti-dilution adjustment provisions.

The Exchangeable Senior Notes will be redeemable, in whole or in part (subject to a partial redemption limitation described in the indenture governing the notes), at Realogy Group's option at any time, and from time to time, on or after June 20, 2024 and on or before the 30th scheduled trading day immediately before the maturity date, at a cash redemption price equal to the principal amount of the Exchangeable Senior Notes to be redeemed, plus accrued interest, if any, to, but excluding, the redemption date, but only if the last reported sale price per share of the Company's common stock exceeds 130% of the exchange price on (1) each of at least 20 trading days, whether or not consecutive, during the 30 consecutive trading days ending on, and including, the trading day immediately before the date it sends the related redemption notice; and (2) the trading day immediately before the date it sends such notice. In addition, calling any Exchangeable Senior Notes for redemption will constitute a Make-Whole Fundamental Change with respect to that note, in which case the exchange rate applicable to the exchange of that note will be increased in certain circumstances if it is exchanged with an exchange date

occurring during the period from, and including, the date Realogy Group sends the redemption notice to, and including, the second business day immediately before the related redemption date.

If certain corporate events that constitute a “Fundamental Change” (as defined in the indenture governing the Exchangeable Senior Notes) of the Company occur, then noteholders may require Realogy Group to repurchase their Exchangeable Senior Notes at a cash repurchase price equal to the principal amount of the notes to be repurchased, plus accrued interest, if any, to, but excluding, the fundamental change repurchase date. The definition of Fundamental Change includes, among other things, certain business combination transactions involving the Company and certain de-listing events with respect to the Company’s common stock.

The indenture governing the Exchangeable Senior Notes also provides for events of default which, if any of them occurs, would permit or require the principal of and accrued interest on the Exchangeable Senior Notes to become or to be declared due and payable.

Exchangeable debt instruments that may be settled in cash are required to be separated into liability and equity components. The allocation to the liability component is based on the fair value of a similar instrument that does not contain an equity conversion option. Based on this debt to equity ratio, debt issuance costs are then allocated to the liability and equity components in a similar manner. Accordingly, at issuance on June 2, 2021, the Company allocated \$319 million to the debt liability and \$53 million to additional paid in capital.

The difference between the principal amount of the Exchangeable Senior Notes and the liability component, inclusive of issuance costs, represents the debt discount, which the Company amortizes to interest expense over the term of the Exchangeable Senior Notes using an effective interest rate of 4.375%. The Company recognized non-cash interest expense of \$8 million related to the Exchangeable Senior Notes since issuance in the second quarter of 2021.

The Exchangeable Senior Notes consisted of the following components as of December 31, 2021:

	December 31, 2021
Liability component:	
Principal	\$ 403
Less: debt discount and issuance costs, net of amortization	75
Net carrying amount	\$ 328
Equity component: (*)	\$ 53

(*) Included in additional paid-in capital on the Consolidated Balance Sheets. See header "Recently Issued Accounting Pronouncements" in Note 2, "Summary of Significant Accounting Policies", related to the January 1, 2022 adoption of the new standard on "Accounting for Convertible Instruments and Contracts in an Entity's Own Equity" which eliminates the equity component.

Exchangeable Note Hedge and Warrant Transactions

In connection with the pricing of the Exchangeable Senior Notes (and with the exercise by the initial purchasers of the notes to purchase additional notes), Realogy Group entered into exchangeable note hedge transactions with certain counterparties (the "Option Counterparties"). The exchangeable note hedge transactions cover, subject to anti-dilution adjustments substantially similar to those applicable to the Exchangeable Senior Notes, the number of shares of the Company’s common stock underlying the Notes. The total cost of such exchangeable note hedge transactions was \$67 million.

Concurrently with Realogy Group entering into the exchangeable note hedge transactions, the Company entered into warrant transactions with the Option Counterparties whereby the Company sold to the Option Counterparties warrants to purchase, subject to customary adjustments, up to the same number of shares of the Company’s common stock. The initial strike price of the warrant transactions is \$30.6075 per share. The Company received \$46 million in cash proceeds from the sale of these warrant transactions.

Taken together, the purchase of such exchangeable note hedges and the sale of such warrants are intended to offset (in whole or in part) any potential dilution and/or cash payments upon the exchange of the Exchangeable Senior Notes, and to effectively increase the overall exchange price from \$24.49 to \$30.6075 per share.

At issuance, the Company recorded a deferred tax liability of \$20 million related to the Exchangeable Senior Notes debt discount and a deferred tax asset of \$18 million related to the exchangeable note hedge transactions. The deferred tax liability and deferred tax asset are recorded net within deferred income taxes in the Consolidated Balance Sheets.

Securitization Obligations

Realogy Group has secured obligations through Apple Ridge Funding LLC under a securitization program which expires in June 2022. As of December 31, 2021, the Company had \$200 million of borrowing capacity under the Apple Ridge Funding LLC securitization program with \$116 million being utilized leaving \$84 million of available capacity subject to maintaining sufficient relocation related assets to collateralize the securitization obligation.

As of December 31, 2021, Realogy Group has, through a special purpose entity known as Cartus Financing Limited, agreements providing for a £5 million revolving loan facility (with the ability to increase up to £10 million) and a £5 million working capital facility, which expire in September 2022. As of December 31, 2021, the Company had \$20 million of borrowing capacity under the Cartus Financing Limited securitization program with \$2 million of outstanding borrowings under the facilities leaving \$18 million of available capacity subject to maintaining sufficient relocation related assets to collateralize the securitization obligation. In January 2022, the program was amended and the revolving loan facility was reduced from £5 million to £2 million.

The Apple Ridge entities and the Cartus Financing Limited entity are consolidated special purpose entities that are utilized to securitize relocation receivables and related assets. These assets are generated from advancing funds on behalf of clients of Realogy Group's relocation operations in order to facilitate the relocation of their employees. Assets of these special purpose entities are not available to pay Realogy Group's general obligations. Under the Apple Ridge program, provided no termination or amortization event has occurred, any new receivables generated under the designated relocation management agreements are sold into the securitization program and as new eligible relocation management agreements are entered into, the new agreements are designated to the program.

The Apple Ridge program has restrictive covenants and trigger events, the occurrence of which could restrict our ability to access new or existing funding under this facility or result in termination of the facility, either of which would adversely affect the operation of the Company's relocation services.

Certain of the funds that Realogy Group receives from relocation receivables and related assets are required to be utilized to repay securitization obligations. These obligations are collateralized by \$132 million and \$135 million of underlying relocation receivables and other related relocation assets at December 31, 2021 and 2020, respectively. Substantially all relocation related assets are realized in less than twelve months from the transaction date. Accordingly, all of Realogy Group's securitization obligations are classified as current in the accompanying Consolidated Balance Sheets.

Interest incurred in connection with borrowings under these facilities amounted to \$4 million and \$5 million for the years ended December 31, 2021 and 2020, respectively. This interest is recorded within net revenues in the accompanying Consolidated Statements of Operations as related borrowings are utilized to fund Realogy Group's relocation operations where interest is generally earned on such assets. These securitization obligations represent floating rate debt for which the average weighted interest rate was 3.1% and 3.5% for the years ended December 31, 2021 and 2020, respectively.

Loss/Gain on the Early Extinguishment of Debt and Write-Off of Financing Costs

As a result of the refinancing transactions in January and February 2021, the pay down of \$150 million of outstanding borrowings under the Term Loan B Facility in April 2021 and the pay downs of the Non-extended Term Loan A and the Term Loan B Facility in September 2021, the Company recorded losses on the early extinguishment of debt of \$21 million and wrote off certain financing costs of \$1 million to interest expense, during the year ended December 31, 2021.

During the year ended December 31, 2020, the Company recorded a loss on the early extinguishment of debt of \$8 million as a result of the refinancing transactions in June 2020.

During the year ended December 31, 2019, the Company recorded a gain on the early extinguishment of debt of \$5 million which consisted of a \$10 million gain as a result of the repurchase of \$93 million of its 4.875% Senior Notes during the third quarter of 2019, partially offset by a \$5 million loss as a result of the refinancing transactions in the first quarter of 2019.

10. EMPLOYEE BENEFIT PLANS

DEFINED BENEFIT PENSION PLAN

The Company's defined benefit pension plan was closed to new entrants as of July 1, 1997 and existing participants do not accrue any additional benefits. The net periodic pension cost for 2021 was zero and was comprised of interest cost of approximately \$3 million and the amortization of the actuarial net loss of \$3 million, offset by a benefit of \$6 million for the expected return on assets. The net periodic pension cost for 2020 was \$1 million and was comprised of interest cost of approximately \$4 million and the amortization of the actuarial net loss of \$3 million, offset by a benefit of \$6 million for the expected return on assets.

At December 31, 2021 and 2020, the accumulated benefit obligation of this plan was \$137 million and \$148 million, respectively, and the fair value of the plan assets were \$116 million and \$109 million, respectively, resulting in an unfunded accumulated benefit obligation of \$21 million and \$39 million, respectively, which is recorded in Other current and non-current liabilities in the Consolidated Balance Sheets.

Estimated future benefit payments as of December 31, 2021 are as follows:

Year	Amount
2022	\$ 9
2023	9
2024	9
2025	9
2026	9
2027 through 2031	43

The minimum funding required during 2022 is estimated to be \$2 million.

The following table presents the fair values of plan assets by category as of December 31, 2021:

Asset Category	Quoted Price in Active Market for Identical Assets (Level I)	Significant Other Observable Inputs (Level II)	Significant Unobservable Inputs (Level III)	Total
Cash and cash equivalents	\$ 3	\$ —	\$ —	\$ 3
Equity securities	—	64	—	64
Fixed income securities	—	49	—	49
Total	<u>\$ 3</u>	<u>\$ 113</u>	<u>\$ —</u>	<u>\$ 116</u>

The following table presents the fair values of plan assets by category as of December 31, 2020:

Asset Category	Quoted Price in Active Market for Identical Assets (Level I)	Significant Other Observable Inputs (Level II)	Significant Unobservable Inputs (Level III)	Total
Cash and cash equivalents	\$ 2	\$ —	\$ —	\$ 2
Equity securities	—	56	—	56
Fixed income securities	—	51	—	51
Total	<u>\$ 2</u>	<u>\$ 107</u>	<u>\$ —</u>	<u>\$ 109</u>

OTHER EMPLOYEE BENEFIT PLANS

The Company also maintains post-retirement health and welfare plans for certain subsidiaries and a non-qualified pension plan for certain individuals. The related projected benefit obligation for these plans accrued on the Company's Consolidated Balance Sheets (primarily within other non-current liabilities) was \$4 million and \$5 million at December 31, 2021 and 2020, respectively.

DEFINED CONTRIBUTION SAVINGS PLAN

The Company sponsors a defined contribution savings plan that provides certain of its eligible employees an opportunity to accumulate funds for retirement and has a Company match for a portion of the contributions made by participating employees. The Company's cost for contributions to this plan was \$20 million, \$10 million and \$17 million for the years ended December 31, 2021, 2020 and 2019, respectively.

11. INCOME TAXES

The components of pretax income for domestic and foreign operations consisted of the following:

	Year Ended December 31,		
	2021	2020	2019
Domestic	\$ 486	\$ (449)	\$ (171)
Foreign	(3)	(11)	—
Pretax income (loss)	<u>\$ 483</u>	<u>\$ (460)</u>	<u>\$ (171)</u>

The components of income tax expense (benefit) consisted of the following:

	Year Ended December 31,		
	2021	2020	2019
<i>Current:</i>			
Federal	\$ 29	\$ (5)	\$ 3
State	30	13	7
Foreign	2	2	1
Total current	61	10	11
<i>Deferred:</i>			
Federal	70	(66)	4
State	2	(48)	(1)
Foreign	—	—	—
Total deferred	72	(114)	3
Income tax expense (benefit)	<u>\$ 133</u>	<u>\$ (104)</u>	<u>\$ 14</u>

A reconciliation of the Company's effective income tax rate at the U.S. federal statutory rate of 21% to the actual expense was as follows:

	Year Ended December 31,		
	2021	2020	2019
Federal statutory rate	21 %	21 %	21 %
State and local income taxes, net of federal tax benefits	6	3	6
Discontinued operations—establishment/reversal of deferred tax liability (a)	—	10	(26)
Non-deductible equity compensation	1	(2)	(4)
Non-deductible executive compensation	1	(1)	(1)
Goodwill impairment	—	(7)	(3)
Meals & entertainment	—	—	(1)
Net change in valuation allowance	—	(1)	—
Other permanent differences	(1)	—	—
Effective tax rate	<u>28 %</u>	<u>23 %</u>	<u>(8)%</u>

- (a) This item reflects the tax impact from the 2019 recognition of gain on the pending sale of Cartus Relocation Services (previously recorded in discontinued operations) and the 2020 de-recognition of that gain.

Deferred income taxes result from temporary differences between the amount of assets and liabilities recognized for financial reporting and tax purposes. The components of the deferred income tax assets and liabilities are as follows:

	December 31,	
	2021	2020
<i>Deferred income tax assets:</i>		
Net operating loss carryforwards	\$ 45	\$ 124
Tax credit carryforwards	27	26
Accrued liabilities and deferred income	91	88
Operating leases	147	151
Minimum pension obligations	15	19
Provision for doubtful accounts	9	9
Liability for unrecognized tax benefits	1	1
Interest rate swaps	12	21
Other	2	—
Total deferred tax assets	349	439
Less: valuation allowance	(20)	(21)
Total deferred income tax assets after valuation allowance	329	418
<i>Deferred income tax liabilities:</i>		
Depreciation and amortization	546	553
Operating leases	119	119
Prepaid expenses	9	9
Basis difference in investment in joint ventures	7	11
Other	1	1
Total deferred tax liabilities	682	693
Net deferred income tax liabilities	<u>\$ (353)</u>	<u>\$ (275)</u>

The net deferred income tax liability of \$353 million as of December 31, 2021 is included in the accompanying Consolidated Balance Sheets in deferred income taxes (non-current liabilities). The net deferred income tax liability of \$275 million as of December 31, 2020 is included in the accompanying Consolidated Balance Sheets with \$276 million in deferred income taxes (non-current liabilities) and \$1 million in other non-current assets.

As of December 31, 2021, the Company's deferred tax asset for net operating loss carryforwards is primarily related to certain state net operating loss carryforwards that expire between 2025 and 2035.

Accounting for Uncertainty in Income Taxes

The Company utilizes the FASB guidance for accounting for uncertainty in income taxes, which prescribes a recognition threshold and a measurement attribute for the financial statement recognition and measurement of tax positions taken or expected to be taken in a tax return. The Company reflects changes in its liability for unrecognized tax benefits as income tax expense in the Consolidated Statements of Operations. As of December 31, 2021, the Company's gross liability for unrecognized tax benefits was \$17 million, of which \$16 million would affect the Company's effective tax rate, if recognized. The Company does not expect that its unrecognized tax benefits will significantly change over the next twelve months.

The Company files U.S., state and foreign income tax returns in jurisdictions with varying statutes of limitations. Tax returns for the 2006 through 2021 tax years remain subject to examination by federal and certain state tax authorities. In significant foreign jurisdictions, tax returns for the 2016 through 2021 tax years generally remain subject to examination by their respective tax authorities. The Company believes that it is reasonably possible that the total amount of its unrecognized tax benefits could decrease by \$1 million in certain taxing jurisdictions where the statute of limitations is set to expire within the next twelve months.

The Company recognizes accrued interest and penalties related to unrecognized tax benefits in interest expense and operating expenses, respectively. The Company did not recognize a change of interest expense for the years ended December 31, 2021, 2020 and 2019.

The rollforward of unrecognized tax benefits are summarized in the table below:

Unrecognized tax benefits—January 1, 2019	\$	20
Gross increases—tax positions in prior periods		1
Reduction due to lapse of statute of limitations		(1)
Unrecognized tax benefits—December 31, 2019		20
Reduction due to lapse of statute of limitations		(1)
Unrecognized tax benefits—December 31, 2020		19
Settlements		(1)
Reduction due to lapse of statute of limitations		(1)
Unrecognized tax benefits—December 31, 2021	\$	17

The Company is subject to income taxes in the United States and several foreign jurisdictions. Significant judgment is required in determining the worldwide provision for income taxes and recording related assets and liabilities. In the ordinary course of business, there are many transactions and calculations where the ultimate tax determination is uncertain. The Company is regularly under audit by tax authorities whereby the outcome of the audits is uncertain. The Company believes there is appropriate support for positions taken on its tax returns. The liabilities that have been recorded represent the best estimates of the probable loss on certain positions and are adequate for all open years based on an assessment of many factors including past experience and interpretations of tax law applied to the facts of each matter. However, the outcomes of tax audits are inherently uncertain.

Tax Sharing Agreement

Under the Tax Sharing Agreement with Cendant, Wyndham Worldwide and Travelport, the Company is generally responsible for 62.5% of payments made to settle claims with respect to tax periods ending on or prior to December 31, 2006 that relate to income taxes imposed on Cendant and certain of its subsidiaries, the operations (or former operations) of which were determined by Cendant not to relate specifically to the respective businesses of Realogy, Wyndham Worldwide, Avis Budget or Travelport. With respect to any remaining residual legacy Cendant tax liabilities, the Company and its former parent believe there is appropriate support for the positions taken on Cendant's tax returns. However, tax audits and any related litigation, including disputes or litigation on the allocation of tax liabilities between parties under the Tax Sharing Agreement, could result in outcomes for the Company that are different from those reflected in the Company's historical financial statements.

12. RESTRUCTURING COSTS

Restructuring charges for the years ended December 31, 2021, 2020 and 2019 were \$17 million, \$67 million and \$52 million, respectively. The components of the restructuring charges for the years ended December 31, 2021, 2020 and 2019 were as follows:

	Years Ended December 31,		
	2021	2020	2019
Personnel-related costs (1)	\$ 6	\$ 20	\$ 33
Facility-related costs (2)	11	47	18
Other restructuring costs (3)	—	—	1
Total restructuring charges (4)	\$ 17	\$ 67	\$ 52

- (1) Personnel-related costs consist of severance costs provided to employees who have been terminated and duplicate payroll costs during transition.
- (2) Facility-related costs consist of costs associated with planned facility closures such as contract termination costs, amortization of lease assets that will continue to be incurred under the contract for its remaining term without economic benefit to the Company, accelerated depreciation on asset disposals and other facility and employee relocation related costs.
- (3) Other restructuring costs consist of costs related to professional fees, consulting fees and other costs associated with restructuring activities which are primarily included in the Corporate and Other business segment.

- (4) Restructuring charges for the years ended December 31, 2020 and 2019 include \$65 million and \$47 million, respectively, of expense related to the Facility and Operational Efficiencies Program and \$2 million and \$5 million, respectively, of expense related to prior restructuring programs.

Facility and Operational Efficiencies Program

During 2019, the Company took various strategic initiatives to reduce costs and institute operational and facility related efficiencies to drive profitability. These included office consolidation, workforce optimization, reduced headcount and the transformation and centralization of certain aspects of the operational support. Furthermore, the Company implemented changes in how it serves its affiliated independent sales agents from a marketing and technology perspective to help such agents be more productive and enable them to make their businesses more profitable.

During 2020, as a result of the COVID-19 pandemic, the Company transitioned substantially all of its employees to a remote-work environment and many of the Company's employees continue to work remotely on a full-time or hybrid basis. This transition to remote work has allowed the Company to reevaluate its office space needs. As a result, additional facility and operational efficiencies were identified and implemented in the second half of 2020 and beyond. In 2020, the Company began planning the transformation of its corporate headquarters in Madison, New Jersey to an open-plan innovation hub, which is slated for completion in 2022. As a result, the Company impaired approximately 44% of the space (approximately 120,000 square feet) in 2020 and expects to impair another 15% during 2022.

The following is a reconciliation of the beginning and ending reserve balances related to the Facility and Operational Efficiencies Program:

	Personnel-related costs	Facility-related costs	Total
Balance at December 31, 2020	\$ 5	\$ 22	\$ 27
Restructuring charges (1)	6	11	17
Costs paid or otherwise settled	(10)	(16)	(26)
Balance at December 31, 2021	<u>\$ 1</u>	<u>\$ 17</u>	<u>\$ 18</u>

- (1) In addition, the Company incurred an additional \$2 million of facility-related costs for lease asset impairments in connection with the Facility and Operational Efficiencies Program during the year ended December 31, 2021.

The following table shows the total costs currently expected to be incurred by type of cost related to the Facility and Operational Efficiencies Program:

	Total amount expected to be incurred (1)	Amount incurred to date	Total amount remaining to be incurred (1)
Personnel-related costs	\$ 59	\$ 56	\$ 3
Facility-related costs	110	72	38
Other restructuring costs	1	1	—
Total	<u>\$ 170</u>	<u>\$ 129</u>	<u>\$ 41</u>

- (1) Facility-related costs include potential lease asset impairments to be incurred under the Facility and Operational Efficiencies Program.

The following table shows the total costs currently expected to be incurred by reportable segment related to the Facility and Operational Efficiencies Program:

	Total amount expected to be incurred	Amount incurred to date	Total amount remaining to be incurred
Realogy Franchise Group	\$ 33	\$ 33	\$ —
Realogy Brokerage Group	85	67	18
Realogy Title Group	6	6	—
Corporate and Other	46	23	23
Total	<u>\$ 170</u>	<u>\$ 129</u>	<u>\$ 41</u>

13. STOCK-BASED COMPENSATION

The Company grants stock-based compensation awards to certain senior management members, employees and directors including non-qualified stock options, restricted stock units ("RSUs") and performance share units ("PSUs").

The Company's stockholders approved the Amended and Restated 2018 Long-Term Incentive Plan (the "2018 Plan") at the 2021 Annual Meeting of Stockholders held on May 5, 2021 increasing the number of shares authorized for issuance under that plan by 3 million shares. Under the 2018 Plan, a total of 9 million shares were authorized for issuance and as of December 31, 2021, there are approximately 4.4 million shares available for future grants.

The form of equity award agreements includes a retirement provision for equity grants which provide for continued vesting of awards once an employee has attained the age of 65 years, or 55 years of age or older plus at least ten years of tenure with the Company, provided they have been employed or provided services to the Company for one year following the date of grant or start of the performance period.

Historically, equity awards granted annually generally included a mix of RSUs, PSUs and options. However in 2020, the Company shifted away from granting options, limited equity awards to a small group of executives and granted other key employees cash-based awards, including cash-based RSUs.

RSUs granted vest over three years, with 33.33% vesting on each anniversary of the grant date. The fair value of RSUs is equal to the closing sale price of the Company's common stock on the date of grant. During 2021, the Company granted restricted stock unit awards related to 1 million shares with a weighted average grant date fair value of \$14.57 which includes shares granted to certain executives in February 2021 and directors in May 2021. There were 2.2 million shares underlying share-settled RSUs outstanding at December 31, 2021 with a weighted average grant date fair value of \$13.66.

PSUs are incentives that reward grantees based upon the Company's financial performance over a three-year performance period which begins January 1st of the grant year and ends on December 31st of the third year following the grant year. These awards are measured according to two metrics: one is based upon the total stockholder return of Realogy's common stock relative to the total stockholder return of the S&P MidCap 400 index (the "RTSR award"), and the other is based upon the achievement of cumulative free cash flow goals. The payout under each PSU award is variable and based upon the extent to which the performance goals are achieved over the performance period (with a range of payout from 0% to 175% of target for the RTSR award and 0% to 200% of target for the achievement of cumulative free cash flow award) and will be distributed during the first quarter after the end of the performance period. The fair value of PSU awards without a market condition is equal to the closing sale price of the Company's common stock on the date of grant and the fair value of the RTSR awards is estimated on the date of grant using the Monte Carlo Simulation method. In February 2021, the Company granted performance stock unit awards related to 0.6 million shares with a weighted average grant date fair value of \$11.55 to certain executives. There were 2.3 million shares outstanding at December 31, 2021 with a weighted average grant date fair value of \$10.77.

Stock options have a maximum term of ten years and vest over four years, with 25% vesting on each anniversary date of the grant date. The options have an exercise price equal to the closing sale price of the Company's common stock on the date of grant. The fair value of the options is estimated on the date of grant using the Black-Scholes option-pricing model. There were 3.0 million options outstanding at December 31, 2021 with a weighted average exercise price of \$25.93, including 2.5 million exercisable, which have an intrinsic value of \$1 million and a weighted average remaining contractual life of 3.3 years. The Company has not granted options since 2019 and forfeiture and exercise activity was immaterial for the year ended December 31, 2021.

Stock-Based Compensation Expense

As of December 31, 2021, based on current performance achievement expectations, there was \$21 million of unrecognized compensation cost related to incentive equity awards under the plans which would be recorded in future periods as compensation expense over a remaining weighted average period of approximately 1.6 years. The Company recorded stock-based compensation expense related to the incentive equity awards of \$29 million, \$39 million and \$30 million for the years ended December 31, 2021, 2020 and 2019, respectively.

14. COMMITMENTS AND CONTINGENCIES

Litigation

The Company is involved in claims, legal proceedings, alternative dispute resolution and governmental inquiries or regulatory actions related to alleged contract disputes, business practices, intellectual property and other commercial, employment, regulatory and tax matters. Examples of such matters may include but are not limited to allegations:

- concerning anti-trust and anti-competition matters (including claims related to NAR or MLS rules regarding buyer broker commissions);
- concerning alleged violations of RESPA, state consumer fraud statutes, federal consumer protection statutes or other state real estate law violations;
- that independent residential real estate sales agents engaged by Realogy Brokerage Group or by affiliated franchisees—under certain state or federal laws—are potentially employees instead of independent contractors, and they or regulators therefore may bring claims against Realogy Brokerage Group for breach of contract, wage and hour classification claims, wrongful discharge, unemployment and workers' compensation and could seek benefits, back wages, overtime, indemnification, penalties related to classification practices and expense reimbursement available to employees or make similar claims against Realogy Franchise Group as an alleged joint employer of an affiliated franchisee's independent sales agents;
- concerning other employment law matters, including other types of worker classification claims as well as wage and hour claims and retaliation claims;
- concerning information security, including claims under new and emerging data privacy laws related to the protection of customer, employee or third-party information;
- concerning cyber-crime, including claims related to the diversion of homesale transaction closing funds;
- that the Company is vicariously or jointly liable for the conduct of individuals or entities traditionally outside of our control, including franchisees and independent sales agents, under joint employer claims or other theories of actual or apparent agency;
- by current or former franchisees that franchise agreements were breached including improper terminations;
- concerning claims related to the Telephone Consumer Protection Act, including autodialer claims;
- concerning claims generally against the company owned brokerage operations for negligence, misrepresentation or breach of fiduciary duty in connection with the performance of real estate brokerage or other professional services as well as other brokerage claims associated with listing information and property history;
- related to intellectual property or copyright law, including infringement actions alleging improper use of copyrighted photographs on websites or in marketing materials without consent of the copyright holder or claims challenging our trademarks;
- concerning breach of obligations to make websites and other services accessible for consumers with disabilities;
- concerning claims generally against the title agent contending that the agent knew or should have known that a transaction was fraudulent or that the agent was negligent in addressing title defects or conducting the settlement;
- claims related to disclosure or securities law violations as well as derivative suits; and
- those related to general fraud claims.

Other ordinary court legal proceedings that may arise from time to time include those related to commercial arrangements, indemnification (under contract or common law), franchising arrangements, the fiduciary duties of brokers, standard brokerage disputes like the failure to disclose accurate square footage or hidden defects in the property such as mold, claims under the False Claims Act (or similar state laws), consumer lending and debt collection law claims, employment law claims related to business actions responsive to the COVID-19 outbreak and governmental and regulatory directives thereto, state auction law, and violations of similar laws in countries where we operate around the world with respect to any of the foregoing.

While the results of such claims and legal actions cannot be predicted with certainty, we do not believe based on information currently available to us that the final outcome of current proceedings against the Company will have a material adverse effect on our consolidated financial position, results of operations or cash flows. In addition, with the increasing requirements resulting from government laws and regulations concerning data breach notifications and data privacy and protection obligations, claims associated with these laws may become more common. While most litigation involves claims

against the Company, from time to time the Company commences litigation, including litigation against former employees, franchisees and competitors when it alleges that such persons or entities have breached agreements or engaged in other wrongful conduct.

Worker Classification Litigation

Whitlach v. Premier Valley, Inc. d/b/a Century 21 M&M and Century 21 Real Estate LLC (Superior Court of California, Stanislaus County). This was filed as a putative class action complaint on December 20, 2018 by plaintiff James Whitlach against Premier Valley Inc., a Century 21 Real Estate independently-owned franchisee doing business as Century 21 M&M ("Century 21 M&M"). The complaint also names Century 21 Real Estate LLC, a wholly-owned subsidiary of the Company and the franchisor of Century 21 Real Estate ("Century 21"), as an alleged joint employer of the franchisee's independent sales agents and seeks to certify a class that could potentially include all agents of both Century 21 M&M and Century 21 in California. In February 2019, the plaintiff amended his complaint to assert claims pursuant to the California Private Attorneys General Act ("PAGA"). Following the Court's dismissal of the plaintiff's non-PAGA claims without prejudice in June 2019, the plaintiff filed a second amended complaint asserting one cause of action for alleged civil penalties under PAGA in June 2020 and continued to pursue his PAGA claims as a representative of purported "aggrieved employees" as defined by PAGA. As such representative, the plaintiff seeks all non-individualized relief available to the purported aggrieved employees under PAGA, as well as attorneys' fees. Under California law, PAGA claims are generally not subject to arbitration and may result in exposure in the form of additional penalties.

In the second amended complaint, the plaintiff continues to allege that Century 21 M&M misclassified all of its independent real estate agents, salespeople, sales professionals, broker associates and other similar positions as independent contractors, failed to pay minimum wages, failed to provide meal and rest breaks, failed to pay timely wages, failed to keep proper records, failed to provide appropriate wage statements, made unlawful deductions from wages, and failed to reimburse plaintiff and the putative class for business related expenses, resulting in violations of the California Labor Code. The demurrer filed by Century 21 M&M (and joined by Century 21) on August 3, 2020 to the plaintiff's amended complaint, was granted by the Court on November 10, 2020, dismissing the case without leave to replead. In January 2021, the plaintiff filed a notice of appeal of the Court's order granting the demurrer and filed its brief in support of the appeal on June 28, 2021. On October 28, 2021, Century 21 and Century 21 M&M filed their appellate brief in opposition to plaintiff's appeal and on January 14, 2022, plaintiff filed its reply brief in support of the appeal. This case raises various previously unlitigated claims and the PAGA claim adds additional litigation, financial and operating uncertainties.

Real Estate Industry Litigation

Moehrl, Cole, Darnell, Nager, Ramey, Sawbill Strategic, Inc., Umpa and Ruh v. The National Association of Realtors, Realty Holdings Corp., Homeservices of America, Inc., BHH Affiliates, LLC, The Long & Foster Companies, Inc., RE/MAX LLC, and Keller Williams Realty, Inc. (U.S. District Court for the Northern District of Illinois). This amended putative class action complaint (the "amended *Moehrl* complaint"), filed on June 14, 2019, (i) consolidates the *Moehrl* and *Sawbill* litigation reported in our Form 10-Q for the period ended March 31, 2019, (ii) adds certain plaintiffs and defendants, and (iii) serves as a response to the separate motions to dismiss filed on May 17, 2019 in the prior *Moehrl* litigation by each of NAR and the Company (along with the other defendants named in the prior *Moehrl* complaint).

In the amended *Moehrl* complaint, the plaintiffs allege that the defendants engaged in a continuing contract, combination, or conspiracy to unreasonably restrain trade and commerce in violation of Section 1 of the Sherman Act because defendant NAR allegedly established mandatory anticompetitive policies for the multiple listing services and its member brokers that require brokers to make an offer of buyer broker compensation when listing a property. The plaintiffs further allege that commission sharing, which provides for the broker representing the seller sharing or paying a portion of its commission to the broker representing the buyer, is anticompetitive and violates the Sherman Act, and that the defendant franchisors conspired with NAR by requiring their respective franchisees to comply with NAR's policies and Code of Ethics. The plaintiffs seek a permanent injunction enjoining the defendants from requiring home sellers to pay buyer broker commissions or to otherwise restrict competition among buyer brokers, an award of damages and/or restitution, attorneys fees and costs of suit. In October 2019, the Department of Justice ("DOJ") filed a statement of interest for this matter, in their words "to correct the inaccurate portrayal, by defendant The National Association of Realtors ('NAR'), of a 2008 consent decree between the United States and NAR." A motion to appoint lead counsel in the case was granted on an interim basis by the Court in May 2020. In October 2020, the Court denied the separate motions to dismiss filed in August 2019 by each of NAR and the Company (together with the other defendants named in the amended *Moehrl* complaint). Plaintiffs filed their motion for class certification on February 23, 2022. Discovery between the plaintiffs and defendants is ongoing.

Sitzer and Winger v. The National Association of Realtors, Realty Holdings Corp., Homeservices of America, Inc., RE/MAX Holdings, Inc., and Keller Williams Realty, Inc. (U.S. District Court for the Western District of Missouri). This is a putative class action complaint filed on April 29, 2019 and amended on June 21, 2019 against NAR, the Company, Homeservices of America, Inc., RE/MAX Holdings, Inc., and Keller Williams Realty, Inc. The complaint contains substantially similar allegations, and seeks the same relief under the Sherman Act, as the *Moehrl* litigation. The *Sitzer* litigation is limited both in allegations and relief sought to the State of Missouri and includes an additional cause of action for alleged violation of the Missouri Merchandising Practices Act, or MMPA. On August 22, 2019, the Court denied defendants' motions to transfer the *Sitzer* matter to the U.S. District Court for the Northern District of Illinois and on October 16, 2019, denied the motions to dismiss this litigation filed respectively by NAR and the Company (together with the other named brokerage/franchisor defendants). In September 2019, the DOJ filed a statement of interest and appearances for this matter for the same purpose stated in the *Moehrl* matter. In July 2020, the DOJ requested the Company provide it with all materials produced for *Sitzer*, with such request related to and preceding the subsequent civil lawsuit filed and related settlement agreement between the DOJ and NAR in November 2020. In July 2021, the DOJ filed a notice of withdrawal of consent to its November 2020 proposed consent decree with NAR and submitted an additional request to the Company for any supplemental materials produced in *Sitzer*. Plaintiffs filed their motion for class certification on May 24, 2021 and on June 30, 2021, filed a second amended complaint limiting the class definition to home sellers who used a listing broker affiliated with one of the defendants, among other things. Defendants filed their oppositions to the motion for class certification on November 12, 2021. Discovery between the plaintiffs and defendants is ongoing.

Leeder v. The National Association of Realtors, Realty Holdings Corp., Homeservices of America, Inc., BHH Affiliates, LLC, HSF Affiliates, LLC, The Long & Foster Companies, Inc., RE/MAX LLC, and Keller Williams Realty, Inc. (U.S. District Court for the Northern District of Illinois Eastern Division). In this putative class action filed on January 25, 2021, the plaintiff takes issue with certain NAR policies, including those related to buyer broker compensation at issue in the *Moehrl* and *Sitzer* matters as well as those at issue in the 2020 settlement between the DOJ and NAR, but claims the alleged conspiracy has harmed buyers (instead of sellers). The plaintiff alleges that the defendants made agreements and engaged in a conspiracy in restraint of trade in violation of the Sherman Act and were unjustly enriched, and seek a permanent injunction enjoining NAR from establishing in the future the same or similar rules, policies, or practices as those challenged in the action as well as an award of damages and/or restitution, interest, and reasonable attorneys' fees and expenses. The Company (together with the other companies named in the complaint) filed a motion to dismiss the complaint on April 20, 2021 and, on June 4, 2021, the plaintiff filed his opposition to which the defendants replied on July 6, 2021.

Bauman, Bauman and Nosalek v. MLS Property Information Network, Inc., Realty Holdings Corp., Homeservices of America, Inc., BHH Affiliates, LLC, HSF Affiliates, LLC, RE/MAX LLC, and Keller Williams Realty, Inc. (U.S. District Court for the District of Massachusetts). This is a putative class action filed on December 17, 2020, wherein the plaintiffs take issue with policies and rules similar to those at issue in the *Moehrl*, *Sitzer* and *Rubenstein* matters, but rather than objecting to the national policies and rules published by NAR, this lawsuit specifically objects to the alleged policies and rules of a multiple listing service that is owned by realtors, including in part by one of Realty's company-owned brokerages. The plaintiffs allege that the defendants made agreements and engaged in a conspiracy in restraint of trade in violation of the Sherman Act and seek a permanent injunction, enjoining the defendants from continuing conduct determined to be unlawful, as well as an award of damages and/or restitution, interest, and reasonable attorneys' fees and expenses. On December 10, 2021, the Court denied the motion to dismiss filed in March 2021 by the Company (together with the other defendants named in the complaint).

Company-Initiated Litigation and Related Counterclaims

Realty Holdings Corp., NRT New York LLC (d/b/a The Corcoran Group), Sotheby's International Realty, Inc., Coldwell Banker Residential Brokerage Company, Coldwell Banker Residential Real Estate LLC, NRT West, Inc., Martha Turner Properties, L.P. And Better Homes and Gardens Real Estate LLC v. Urban Compass, Inc., and Compass, Inc. (Supreme Court New York, New York County). On July 10, 2019, the Company and certain of its subsidiaries, filed a complaint against Urban Compass, Inc. and Compass, Inc. (together, "Compass"), which was subsequently amended by the Company. The Company's current complaint alleges misappropriation of trade secrets; tortious interference with contract; intentional and tortious interference with prospective economic advantage; unfair competition under New York common law; violations of the California Unfair Competition Law, Business and Professional Code Section 17200 et. seq. (unfair competition); violations of New York General Business Law Section 349 (deceptive acts or practices); violations of New York General Business Law Sections 350 and 350-a (false advertising); conversion; and defamation. The Company seeks, among other things, actual and compensatory damages, injunctive relief, and attorneys' fees and costs. In January 2021, Compass filed its answer to the Company's amended complaint, as well as counterclaims and third-party claims against the

Company and certain of its subsidiaries, alleging unfair competition, tortious interference with prospective business relations, defamation, injurious falsehoods, and misappropriation of trade secrets. Compass seeks compensatory and punitive damages, injunctive relief, disgorgement of profits, interest and attorneys' fees. In March 2021, the Company filed a motion to dismiss (with respect to certain counterclaims) and a reply (to the remaining counts of the counterclaims). On April 22, 2021, pursuant to a stipulation of the parties, the Court ordered the dismissal without prejudice of Compass's third-party claims and those counterclaims against the Company related to unfair competition under New York common law, conspiracy and misappropriation of trade secrets. Discovery in the case is continuing.

The Company disputes the allegations against it in each of the captioned matters described above and will vigorously defend these actions. Given the early stages of each of these cases, we cannot estimate a range of reasonably possible losses for this litigation.

The Company believes that it has adequately accrued for legal matters as appropriate. The Company records litigation accruals for legal matters which are both probable and estimable.

Litigation and other disputes are inherently unpredictable and subject to substantial uncertainties and unfavorable resolutions could occur. In addition, class action lawsuits can be costly to defend and, depending on the class size and claims, could be costly to settle. As such, the Company could incur judgments or enter into settlements of claims with liability that are materially in excess of amounts accrued and these settlements could have a material adverse effect on the Company's financial condition, results of operations or cash flows in any particular period.

* * *

Cendant Corporate Liabilities and Guarantees to Cendant and Affiliates

Realogy Group (then Realogy Corporation) separated from Cendant on July 31, 2006 (the "Separation"), pursuant to a plan by Cendant (now known as Avis Budget Group, Inc.) to separate into four independent companies—one for each of Cendant's business units—real estate services (Realogy Group), travel distribution services ("Travelport"), hospitality services, including timeshare resorts ("Wyndham Worldwide"), and vehicle rental ("Avis Budget Group"). Pursuant to the Separation and Distribution Agreement dated as of July 27, 2006 among Cendant, Realogy Group, Wyndham Worldwide and Travelport (the "Separation and Distribution Agreement"), each of Realogy Group, Wyndham Worldwide and Travelport have assumed certain contingent and other corporate liabilities (and related costs and expenses), which are primarily related to each of their respective businesses. In addition, Realogy Group has assumed 62.5% and Wyndham Worldwide has assumed 37.5% of certain contingent and other corporate liabilities (and related costs and expenses) of Cendant.

The due to former parent balance was \$19 million at both December 31, 2021 and 2020. The due to former parent balance was comprised of the Company's portion of the following: (i) Cendant's remaining contingent tax liabilities, (ii) potential liabilities related to Cendant's terminated or divested businesses, and (iii) potential liabilities related to the residual portion of accruals for Cendant operations.

Tax Matters

The Company is subject to income taxes in the United States and several foreign jurisdictions. Significant judgment is required in determining the worldwide provision for income taxes and recording related assets and liabilities. In the ordinary course of business, there are many transactions and calculations where the ultimate tax determination is uncertain. The Company is regularly under audit by tax authorities whereby the outcome of the audits is uncertain. The Company believes there is appropriate support for positions taken on its tax returns. The liabilities that have been recorded represent the best estimates of the probable loss on certain positions and are adequate for all open years based on an assessment of many factors including past experience and interpretations of tax law applied to the facts of each matter. However, the outcomes of tax audits are inherently uncertain.

Escrow and Trust Deposits

As a service to its customers, the Company administers escrow and trust deposits which represent undisbursed amounts received for the settlement of real estate transactions. Deposits at FDIC-insured institutions are insured up to \$250 thousand. These escrow and trust deposits totaled \$601 million and \$585 million at December 31, 2021 and 2020, respectively. These escrow and trust deposits are not assets of the Company and, therefore, are excluded from the

accompanying Consolidated Balance Sheets. However, the Company remains contingently liable for the disposition of these deposits.

Purchase Commitments and Minimum Licensing Fees

In the normal course of business, the Company makes various commitments to purchase goods or services from specific suppliers, including those related to capital expenditures. The purchase commitments made by the Company as of December 31, 2021 are approximately \$153 million.

The Company is required to pay a minimum licensing fee to Sotheby's which began in 2009 and continues through 2054. The annual minimum licensing fee is approximately \$2 million per year. The Company is also required to pay a minimum licensing fee to Meredith Operations Corporation from 2009 through 2058 for the licensing of the Better Homes and Gardens® Real Estate brand. The annual minimum fee was approximately \$4 million in 2021 and will generally remain the same thereafter.

Future minimum payments for these purchase commitments and minimum licensing fees as of December 31, 2021 are as follows:

Year	Amount
2022	\$ 82
2023	35
2024	31
2025	20
2026	10
Thereafter	202
Total	<u>\$ 380</u>

Standard Guarantees/Indemnifications

In the ordinary course of business, the Company enters into numerous agreements that contain standard guarantees and indemnities whereby the Company indemnifies another party for breaches of representations and warranties. In addition, many of these parties are also indemnified against any third-party claim resulting from the transaction that is contemplated in the underlying agreement. Such guarantees or indemnifications are granted under various agreements, including those governing: (i) purchases, sales or outsourcing of assets or businesses, (ii) leases and sales of real estate, (iii) licensing of trademarks, (iv) use of derivatives, and (v) issuances of debt securities. The guarantees or indemnifications issued are for the benefit of the: (i) buyers in sale agreements and sellers in purchase agreements, (ii) landlords in lease contracts, (iii) franchisees in licensing agreements, (iv) financial institutions in derivative contracts, and (v) underwriters in issuances of securities. While some of these guarantees extend only for the duration of the underlying agreement, many survive the expiration of the term of the agreement or extend into perpetuity (unless subject to a legal statute of limitations). There are no specific limitations on the maximum potential amount of future payments that the Company could be required to make under these guarantees, nor is the Company able to develop an estimate of the maximum potential amount of future payments to be made under these guarantees as the triggering events are not subject to predictability. With respect to certain of the aforementioned guarantees, such as indemnifications of landlords against third-party claims for the use of real estate property leased by the Company, the Company maintains insurance coverage that mitigates any potential payments to be made.

Other Guarantees/Indemnifications

In the normal course of business, the Company coordinates numerous events for its franchisees and thus reserves a number of venues with certain minimum guarantees, such as room rentals at hotels local to the conference center. However, such room rentals are paid by each individual franchisee. If the franchisees do not meet the minimum guarantees, the Company is obligated to fulfill the minimum guaranteed fees. The maximum potential amount of future payments that the Company would be required to make under such guarantees is approximately \$11 million. The Company would only be required to pay this maximum amount if none of the franchisees attended the planned events at the reserved venues. Historically, the Company has not been required to make material payments under these guarantees.

Insurance and Self-Insurance

At December 31, 2021 and 2020, the Consolidated Balance Sheets include approximately \$41 million and \$39 million, respectively, of liabilities relating to: (i) self-insured risks for errors and omissions and other legal matters incurred in the ordinary course of business within Realogy Brokerage Group and (ii) premium and claim reserves for the Company's title underwriting business. The Company may also be subject to legal claims arising from the handling of escrow transactions and closings. Realogy Brokerage Group carries errors and omissions insurance for errors made during the real estate settlement process of \$15 million in the aggregate, subject to a deductible of \$1 million per occurrence. In addition, the Company carries an additional errors and omissions insurance policy for Realogy Holdings Corp. and its subsidiaries for errors made for real estate related services up to \$45 million in the aggregate, subject to a deductible of \$2.5 million per occurrence. This policy also provides excess coverage to Realogy Brokerage Group creating an aggregate limit of \$60 million, subject to Realogy Brokerage Group's deductible of \$1 million per occurrence.

The Company, through its appropriately licensed subsidiaries within Realogy Title Group, issues title insurance policies which provide coverage for real property to mortgage lenders and buyers of real property. When a subsidiary within Realogy Title Group is acting as a title agent issuing a policy on behalf of an underwriter, assuming no negligence on the part of the title agent, such subsidiary is not liable for losses under those policies but rather the title insurer is typically liable for such losses. The Company's title insurance underwriter, Title Resources Guaranty Company, typically underwrites title insurance policies of up to \$1.5 million. For policies in excess of \$1.5 million, the title insurance underwriter may obtain a reinsurance policy to reinsure the excess amount. The Company, as an underwriter, manages our claims losses through strict agent vetting, clear underwriting guidelines, training and frequent communications with our agents.

Fraud, defalcation and misconduct by employees are also risks inherent in the business. The Company is the custodian of cash deposited by customers with specific instructions as to its disbursement from escrow, trust and account servicing files. The Company maintains fidelity insurance covering the loss or theft of funds of up to \$30 million per occurrence, subject to a deductible of \$1 million per occurrence.

The Company also maintains self-insurance arrangements relating to health and welfare, workers' compensation, auto and general liability in addition to other benefits provided to the Company's employees. The accruals for these self-insurance arrangements totaled approximately \$13 million and \$12 million for December 31, 2021 and 2020, respectively.

15. EQUITY

Changes in Accumulated Other Comprehensive Loss

The components of accumulated other comprehensive losses are as follows:

	Currency Translation Adjustments (1)	Minimum Pension Liability Adjustment	Accumulated Other Comprehensive Loss (2)
Balance at January 1, 2019	\$ (8)	\$ (44)	\$ (52)
Other comprehensive loss before reclassifications	—	(8)	(8)
Amounts reclassified from accumulated other comprehensive loss	—	2 (3)	2
Income tax benefit	—	2	2
Current period change	—	(4)	(4)
Balance at December 31, 2019	(8)	(48)	(56)
Other comprehensive loss before reclassifications	—	(6)	(6)
Amounts reclassified from accumulated other comprehensive loss	—	2 (3)	2
Income tax benefit	—	1	1
Current period change	—	(3)	(3)
Balance at December 31, 2020	(8)	(51)	(59)
Other comprehensive (loss) income before reclassifications	(1)	10	9
Amounts reclassified from accumulated other comprehensive loss	—	3 (3)	3
Income tax expense	—	(3)	(3)
Current period change	(1)	10	9
Balance at December 31, 2021	<u>\$ (9)</u>	<u>\$ (41)</u>	<u>\$ (50)</u>

- (1) Assets and liabilities of foreign subsidiaries having non-U.S. dollar functional currencies are translated at exchange rates at the balance sheet dates and equity accounts are translated at historical spot rates. Revenues and expenses are translated at average exchange rates during the periods presented. The gains or losses resulting from translating foreign currency financial statements into U.S. dollars are included in accumulated other comprehensive income (loss). Gains or losses resulting from foreign currency transactions are included in the Consolidated Statements of Operations.
- (2) As of December 31, 2021, the Company does not have any after-tax components of accumulated other comprehensive loss attributable to noncontrolling interests.
- (3) These amounts represent the amortization of actuarial loss to periodic pension cost and were reclassified from accumulated other comprehensive income to the general and administrative expenses line on the statement of operations.

Dividend Policy

The Company paid quarterly cash dividends of \$0.09 per share of its common stock from the third quarter of 2016 through the third quarter of 2019. In November 2019, the Company's Board of Directors determined that, effective immediately, it will no longer pay a dividend. The Company returned a total of \$31 million to stockholders in cash dividends during the year ended December 31, 2019.

Realogy Group Statements of Equity for the years ended December 31, 2021, 2020 and 2019

Total equity for Realogy Group equals that of Realogy Holdings, but the components, common stock and additional paid-in capital are different. The table below presents information regarding the balances and changes in common stock and additional paid-in capital of Realogy Group for each of the three years ended December 31, 2021, 2020 and 2019.

	Realogy Group Stockholder's Equity						Total Equity
	Common Stock		Additional Paid-In Capital	Accumulated Deficit	Accumulated Other Comprehensive Loss	Non-controlling Interests	
	Shares	Amount					
Balance at January 1, 2019	—	\$ —	\$ 4,870	\$ (2,507)	\$ (52)	\$ 4	\$ 2,315
Net (loss) income	—	—	—	(188)	—	3	(185)
Other comprehensive loss	—	—	—	—	(4)	—	(4)
Repurchase of Common Stock	—	—	(20)	—	—	—	(20)
Stock-based compensation	—	—	24	—	—	—	24
Dividends	—	—	(31)	—	—	(3)	(34)
Balance at December 31, 2019	—	\$ —	\$ 4,843	\$ (2,695)	\$ (56)	\$ 4	\$ 2,096
Net (loss) income	—	—	—	(360)	—	4	(356)
Other comprehensive loss	—	—	—	—	(3)	—	(3)
Stock-based compensation	—	—	34	—	—	—	34
Dividends	—	—	—	—	—	(4)	(4)
Balance at December 31, 2020	—	\$ —	\$ 4,877	\$ (3,055)	\$ (59)	\$ 4	\$ 1,767
Net income	—	—	—	343	—	7	350
Other comprehensive income	—	—	—	—	9	—	9
Contributions from Realogy Holdings	—	—	51	—	—	—	51
Stock-based compensation	—	—	20	—	—	—	20
Dividends	—	—	—	—	—	(5)	(5)
Balance at December 31, 2021	—	\$ —	\$ 4,948	\$ (2,712)	\$ (50)	\$ 6	\$ 2,192

16. EARNINGS (LOSS) PER SHARE

Earnings (loss) per share attributable to Realogy Holdings

Basic earnings (loss) per common share is computed based on net income (loss) attributable to Realogy Holdings stockholders divided by the weighted average number of common shares outstanding during the period. Diluted earnings (loss) per common share is computed consistently with the basic computation plus the effect of dilutive potential common shares outstanding during the period using the treasury stock method. Dilutive potential common shares includes shares the Company could be obligated to issue from its Exchangeable Senior Notes and warrants if dilutive (see Note 9, "Short and Long-Term Debt", for further discussion) and stock-based compensation awards (see Note 13, "Stock-Based Compensation", for further discussion). For purposes of computing diluted earnings (loss) per common share, weighted average common shares do not include potentially dilutive common shares if their effect is anti-dilutive. As such, shares the Company could be obligated to issue from its stock options, warrants and Exchangeable Senior Notes are excluded from the earnings (loss) per share calculation if the exercise or exchangeable price exceeds the average market price of common shares. The following table sets forth the computation of basic and diluted earnings (loss) per share:

	Year Ended December 31,		
	2021	2020	2019
<i>(in millions, except per share data)</i>			
Numerator:			
Net income (loss) attributable to Realogy Holdings shareholders	\$ 343	\$ (360)	\$ (188)
Denominator:			
Weighted average common shares outstanding (denominator for basic earnings (loss) per share calculation)	116.4	115.2	114.2
Dilutive effect of stock-based compensation awards (a) (b)	3.8	—	—
Dilutive effect of Exchangeable Senior Notes and warrants (c)	—	—	—
Weighted average common shares outstanding (denominator for diluted earnings (loss) per share calculation)	120.2	115.2	114.2
Earnings (loss) per share attributable to Realogy Holdings shareholders:			
Basic earnings (loss) per share	\$ 2.95	\$ (3.13)	\$ (1.65)
Diluted earnings (loss) per share	\$ 2.85	\$ (3.13)	\$ (1.65)

- (a) The year ended December 31, 2021 excludes 3.7 million shares of common stock issuable for incentive equity awards which includes performance share units based on the achievement of target amounts, that are anti-dilutive to the diluted earnings per share computation.
- (b) The Company was in a net loss position for the years ended December 31, 2020 and December 31, 2019, and therefore the impact of incentive equity awards were excluded from the computation of dilutive loss per share as the inclusion of such amounts would be anti-dilutive.
- (c) Shares to be provided to the Company from the exchangeable note hedge transactions purchased concurrently with its issuance of Exchangeable Senior Notes in June 2021 are anti-dilutive and therefore they are not treated as a reduction to its dilutive shares.

Shares of Company common stock that have been repurchased pursuant to prior authorizations from the Company's Board of Directors have been retired and are not displayed separately as treasury stock on the consolidated financial statements. The par value of the shares repurchased and retired is deducted from common stock and the excess of the purchase price over par value is first charged against any available additional paid-in capital with the balance charged to retained earnings. Direct costs incurred to repurchase the shares are included in the total cost of the shares.

In the first quarter of 2019, the Company repurchased and retired 1.2 million shares of common stock for \$20 million at a weighted average market price of \$17.21 per share, but has not repurchased any shares under a share repurchase program since such time.

17. RISK MANAGEMENT AND FAIR VALUE OF FINANCIAL INSTRUMENTS

RISK MANAGEMENT

The following is a description of the Company's risk management policies.

Interest Rate Risk

The Company is exposed to market risk from changes in interest rates primarily through senior secured debt. At December 31, 2021, the Company's primary interest rate exposure was to interest rate fluctuations, specifically LIBOR, due to its impact on variable rate borrowings of Revolving Credit Facility under the Senior Secured Credit Facility and the Term Loan A Facility. At December 31, 2021, the Company had variable interest rate long-term debt, which was based on LIBOR, from the outstanding Term Loan A Facility of \$232 million, excluding \$118 million of securitization obligations.

The Company has interest rate swaps with an aggregate notional value of \$1,000 million to manage a portion of the Company's exposure to changes in interest rate associated with variable rate borrowings. The fixed interest rates on the swaps range from 2.07% to 3.11%. Although the Company has entered into these interest rate swaps, involving the exchange of floating for fixed rate interest payments, such interest rate swaps do not eliminate interest rate volatility for all of the Company's variable rate indebtedness at December 31, 2021. In addition, the fair value of the interest rate swaps is also subject to movements in LIBOR and will fluctuate in future periods. The Company has recognized a liability of \$46 million for the fair value of the interest rate swaps at December 31, 2021. Therefore, an increase in the LIBOR yield curve could increase the fair value of the interest rate swaps and decrease interest expense.

Credit Risk and Exposure

The Company is exposed to counterparty credit risk in the event of nonperformance by counterparties to various agreements and sales transactions. The Company manages such risk by evaluating the financial position and creditworthiness of such counterparties and by requiring collateral in instances in which financing is provided. The Company mitigates counterparty credit risk associated with its derivative contracts by monitoring the amounts at risk with each counterparty to such contracts, periodically evaluating counterparty creditworthiness and financial position, and where possible, dispersing its risk among multiple counterparties.

As of December 31, 2021, there were no significant concentrations of credit risk with any individual counterparty or a group of counterparties. The Company actively monitors the credit risk associated with the Company's receivables.

Market Risk Exposure

Realogy Brokerage Group operates real estate brokerage offices located in and around large metropolitan areas in the U.S. Realogy Brokerage Group has more offices and realizes more of its revenues in California, Florida and the New York metropolitan area than any other regions of the country. For the year ended December 31, 2021, Realogy Brokerage Group generated approximately 25% of its revenues from California, 21% from the New York metropolitan area and 13% from Florida. For the year ended December 31, 2020, Realogy Brokerage Group generated approximately 24% of its revenues from California, 20% from the New York metropolitan area and 11% from Florida. For the year ended December 31, 2019, Realogy Brokerage Group generated approximately 25% of its revenues from California, 22% from the New York metropolitan area and 10% from Florida.

Derivative Instruments

The Company records derivatives and hedging activities on the balance sheet at their respective fair values. The Company enters into interest rate swaps to manage its exposure to changes in interest rates associated with its variable rate borrowings. As of December 31, 2021, the Company had interest rate swaps with an aggregate notional value of \$1,000 million to offset the variability in cash flows resulting from the term loan facilities as follows:

<u>Notional Value (in millions)</u>	<u>Commencement Date</u>	<u>Expiration Date</u>
\$450	November 2017	November 2022
\$400	August 2020	August 2025
\$150	November 2022	November 2027

The swaps help to protect our outstanding variable rate borrowings from future interest rate volatility. The Company has not elected to utilize hedge accounting for these interest rate swaps; therefore, any change in fair value is recorded in the Consolidated Statements of Operations.

The fair value of derivative instruments was as follows:

Not Designated as Hedging Instruments	Balance Sheet Location	December 31, 2021	December 31, 2020
Interest rate swap contracts	Other current and non-current liabilities	46	81

The effect of derivative instruments on earnings was as follows:

Derivative Instruments Not Designated as Hedging Instruments	Location of Loss or (Gain) Recognized for Derivative Instruments	Loss or (Gain) Recognized on Derivatives		
		Year Ended December 31,		
		2021	2020	2019
Interest rate swap contracts	Interest expense	\$ (14)	\$ 51	\$ 39

Fair Value Measurements

The following tables present the Company's assets and liabilities that are measured at fair value on a recurring basis and are categorized using the fair value hierarchy. The fair value hierarchy has three levels based on the reliability of the inputs used to determine fair value.

Level Input:	Input Definitions:
Level I	Inputs are unadjusted, quoted prices for identical assets or liabilities in active markets at the measurement date.
Level II	Inputs other than quoted prices included in Level I that are observable for the asset or liability through corroboration with market data at the measurement date.
Level III	Unobservable inputs that reflect management's best estimate of what market participants would use in pricing the asset or liability at the measurement date.

The availability of observable inputs can vary from asset to asset and is affected by a wide variety of factors including, for example, the type of asset, whether the asset is new and not yet established in the marketplace, and other characteristics particular to the transaction. To the extent that valuation is based on models or inputs that are less observable or unobservable in the market, the determination of fair value requires more judgment. Accordingly, the degree of judgment exercised by the Company in determining fair value is greatest for instruments categorized in Level III. In certain cases, the inputs used to measure fair value may fall into different levels of the fair value hierarchy. In such cases, for disclosure purposes, the level in the fair value hierarchy within which the fair value measurement in its entirety falls is determined based on the lowest level input that is significant to the fair value measurement in its entirety.

The fair value of financial instruments is generally determined by reference to quoted market values. In cases where quoted market prices are not available, fair value is based on estimates using present value or other valuation techniques, as appropriate. The fair value of interest rate swaps is determined based upon a discounted cash flow approach.

The Company measures financial instruments at fair value on a recurring basis and recognizes transfers within the fair value hierarchy at the end of the fiscal quarter in which the change in circumstances that caused the transfer occurred.

The following table summarizes fair value measurements by level at December 31, 2021 for assets and liabilities measured at fair value on a recurring basis:

	Level I	Level II	Level III	Total
Deferred compensation plan assets (included in other non-current assets) . .	\$ 1	\$ —	\$ —	\$ 1
Interest rate swaps (included in other current and non-current liabilities) . .	—	46	—	46
Contingent consideration for acquisitions (included in accrued expenses and other current liabilities and other non-current liabilities)	—	—	9	9

The following table summarizes fair value measurements by level at December 31, 2020 for assets and liabilities measured at fair value on a recurring basis:

	Level I	Level II	Level III	Total
Deferred compensation plan assets (included in other non-current assets) . . .	\$ 1	\$ —	\$ —	\$ 1
Interest rate swaps (included in other non-current liabilities)	—	81	—	81
Contingent consideration for acquisitions (included in accrued expenses and other current liabilities and other non-current liabilities)	—	—	3	3

The fair value of the Company's contingent consideration for acquisitions is measured using a probability weighted-average discount rate to estimate future cash flows based upon the likelihood of achieving future operating results for individual acquisitions. These assumptions are deemed to be unobservable inputs and as such the Company's contingent consideration is classified within Level III of the valuation hierarchy. The Company reassesses the fair value of the contingent consideration liabilities on a quarterly basis.

The following table presents changes in Level III financial liabilities measured at fair value on a recurring basis:

	Level III
Fair value of contingent consideration at December 31, 2020	\$ 3
Additions: contingent consideration related to acquisitions completed during the period	7
Reductions: payments of contingent consideration	(1)
Changes in fair value (reflected in general and administrative expenses)	—
Fair value of contingent consideration at December 31, 2021	<u>\$ 9</u>

The following table summarizes the principal amount of the Company's indebtedness compared to the estimated fair value, primarily determined by quoted market values, at:

	December 31, 2021		December 31, 2020	
Debt	Principal Amount	Estimated Fair Value (a)	Principal Amount	Estimated Fair Value (a)
Senior Secured Credit Facility:				
Revolving Credit Facility	\$ —	\$ —	\$ —	\$ —
Term Loan B Facility	—	—	1,048	1,032
Term Loan A Facility	232	231	684	671
7.625% Senior Secured Second Lien Notes	550	583	550	595
4.875% Senior Notes	407	418	407	415
9.375% Senior Notes	550	596	550	609
5.75% Senior Notes	900	923	—	—
0.25% Exchangeable Senior Notes	403	399	—	—

(a) The fair value of the Company's indebtedness is categorized as Level II.

18. SEGMENT INFORMATION

The reportable segments presented below represent the Company's segments for which separate financial information is available and which is utilized on a regular basis by its chief operating decision maker to assess performance and to allocate resources. In identifying its reportable segments, the Company also considers the nature of services provided by its segments.

Management evaluates the operating results of each of its reportable segments based upon revenue and Operating EBITDA. Operating EBITDA is defined by us as net income (loss) before depreciation and amortization, interest expense, net (other than relocation services interest for securitization assets and securitization obligations), income taxes, and other items that are not core to the operating activities of the Company such as restructuring charges, former parent legacy items, gains or losses on the early extinguishment of debt, impairments, gains or losses on discontinued operations and gains or losses on the sale of investments or other assets. The Company's presentation of Operating EBITDA may not be comparable to similar measures used by other companies.

	Revenues (a)		
	Year Ended December 31,		
	2021	2020	2019
Realogy Franchise Group	\$ 1,249	\$ 1,059	\$ 1,158
Realogy Brokerage Group	6,189	4,742	4,409
Realogy Title Group	952	736	596
Corporate and Other (b)	(407)	(316)	(293)
Total Company	<u>\$ 7,983</u>	<u>\$ 6,221</u>	<u>\$ 5,870</u>

- (a) Transactions between segments are eliminated in consolidation. Revenues for Realogy Franchise Group include intercompany royalties and marketing fees paid by Realogy Brokerage Group of \$407 million, \$316 million and \$293 million for the years ended December 31, 2021, 2020 and 2019, respectively. Such amounts are eliminated through the Corporate and Other line.
- (b) Includes the elimination of transactions between segments.

Set forth in the tables below is a reconciliation of Net income (loss) to Operating EBITDA and Operating EBITDA presented by reportable segment for the years ended December 31, 2021, 2020 and 2019:

	Year Ended December 31,		
	2021	2020	2019
Net income (loss) attributable to Realogy Holdings and Realogy Group	\$ 343	\$ (360)	\$ (188)
Income tax expense (benefit)	133	(104)	14
Income (loss) before income taxes	476	(464)	(174)
Add: Depreciation and amortization	204	186	195
Interest expense, net	190	246	250
Restructuring costs, net (a)	17	67	52
Impairments (b)	4	682	271
Former parent legacy cost, net (c)	1	1	1
Loss (gain) on the early extinguishment of debt (c)	21	8	(5)
Gain on the sale of business, net (d)	(11)	—	—
Operating EBITDA	<u>\$ 902</u>	<u>\$ 726</u>	<u>\$ 590</u>

	Operating EBITDA		
	Year Ended December 31,		
	2021	2020	2019
Realogy Franchise Group	\$ 751	\$ 594	\$ 616
Realogy Brokerage Group	109	48	4
Realogy Title Group	200	226	68
Corporate and Other (c)(e)	(158)	(142)	(98)
Total Company	<u>\$ 902</u>	<u>\$ 726</u>	<u>\$ 590</u>

- (a) The year ended December 31, 2021 includes restructuring charges of \$5 million at Realogy Franchise Group, \$7 million at Realogy Brokerage Group and \$5 million at Corporate and Other.
- The year ended December 31, 2020 includes restructuring charges of \$15 million at Realogy Franchise Group, \$37 million at Realogy Brokerage Group, \$4 million at Realogy Title Group and \$11 million at Corporate and Other.
- The year ended December 31, 2019 includes restructuring charges of \$14 million at Realogy Franchise Group, \$25 million at Realogy Brokerage Group, \$3 million at Realogy Title Group and \$10 million at Corporate and Other.
- (b) Non-cash impairments for the year ended December 31, 2021 primarily relate to software and lease asset impairments.
- Non-cash impairments for the year ended December 31, 2020 include:
- a goodwill impairment charge of \$413 million related to Realogy Brokerage Group;
 - an impairment charge of \$30 million related to Realogy Franchise Group's trademarks;
 - \$133 million of impairment charges during the nine months ended September 30, 2020 (while Cartus Relocation Services was held for sale) to reduce the net assets to the estimated proceeds;
 - a goodwill impairment charge of \$22 million related to Cartus Relocation Services;

- an impairment charge of \$34 million related to Cartus Relocation Services' trademarks; and
- other asset impairments of \$50 million primarily related to lease asset impairments.

Non-cash impairments for the year ended December 31, 2019 include a goodwill impairment charge of \$237 million related to Realogy Brokerage Group, a \$22 million reduction to record net assets held for sale at the lower of carrying value or fair value, less costs to sell, for Cartus Relocation Services which was presented as held for sale at December 31, 2019 and \$12 million of other impairment charges primarily related to lease asset impairments.

- (c) Former parent legacy items and Loss (gain) on the early extinguishment of debt are recorded in Corporate and Other.
- (d) Gain on the sale of business, net is primarily recorded in Realogy Brokerage Group.
- (e) Includes the elimination of transactions between segments.

Depreciation and Amortization

	Year Ended December 31,		
	2021	2020	2019
Realogy Franchise Group	\$ 112	\$ 87	\$ 104
Realogy Brokerage Group	56	59	54
Realogy Title Group	11	11	13
Corporate and Other	25	29	24
Total Company	<u>\$ 204</u>	<u>\$ 186</u>	<u>\$ 195</u>

Segment Assets

	As of December 31,	
	2021	2020
Realogy Franchise Group	\$ 4,821	\$ 4,896
Realogy Brokerage Group	1,021	932
Realogy Title Group	724	659
Corporate and Other	644	447
Total Company	<u>\$ 7,210</u>	<u>\$ 6,934</u>

Capital Expenditures

	Year Ended December 31,		
	2021	2020	2019
Realogy Franchise Group	\$ 29	\$ 27	\$ 32
Realogy Brokerage Group	43	39	56
Realogy Title Group	13	9	10
Corporate and Other	16	20	21
Total Company	<u>\$ 101</u>	<u>\$ 95</u>	<u>\$ 119</u>

The geographic segment information provided below is classified based on the geographic location of the Company's subsidiaries.

	United States	All Other Countries	Total
On or for the year ended December 31, 2021			
Net revenues	\$ 7,919	\$ 64	\$ 7,983
Total assets	7,157	53	7,210
Net property and equipment	309	1	310
On or for the year ended December 31, 2020			
Net revenues	\$ 6,145	\$ 76	\$ 6,221
Total assets	6,878	56	6,934
Net property and equipment	316	1	317
On or for the year ended December 31, 2019			
Net revenues	\$ 5,762	\$ 108	\$ 5,870
Total assets	7,470	73	7,543
Net property and equipment	341	1	342

19. SUBSEQUENT EVENTS

Senior Notes Offering and Redemption of 9.375% Senior Notes and 7.625% Senior Secured Second Lien Notes

On January 10, 2022, Realogy Group together with Realogy Co-Issuer Corp. (the "Co-Issuer") issued \$1,000 million of 5.25% Senior Notes due 2030, under an indenture dated as of January 10, 2022. The 5.25% Senior Notes are unsecured senior obligations of Realogy Group, mature on April 15, 2030 and bear interest at a rate of 5.25% per annum. Interest on the 5.25% Senior Notes will be payable semiannually to holders of record at the close of business on April 1 or October 1, immediately preceding the interest payment date on April 15 and October 15 of each year, commencing April 15, 2022.

The 5.25% Senior Notes are jointly and severally guaranteed by each of Realogy Group's existing and future U.S. subsidiaries that is a guarantor under its Senior Secured Credit Facility and Term Loan A Facility or that guarantees certain other indebtedness in the future (other than the Co-Issuer), subject to certain exceptions, and by Realogy Holdings on an unsecured senior subordinated basis. The indenture governing the 5.25% Senior Notes contains various covenants that limit Realogy Group and its restricted subsidiaries' ability to take certain actions and are materially consistent with the covenants included in the indenture governing the 5.75% Senior Notes.

The net proceeds from the issuance of the 5.25% Senior Notes, together with cash on hand, were used on February 4, 2022 to redeem in full both the outstanding \$550 million of 9.375% Senior Notes and the \$550 million of 7.625% Senior Secured Second Lien Notes, each at a redemption price of 100% plus the applicable "make whole" premium, together with accrued and unpaid interest to the redemption date on both such notes. Realogy Group paid total consideration of approximately \$613 million in connection with the redemption of the 9.375% Senior Notes and \$589 million in connection with the redemption of the 7.625% Senior Secured Second Lien Notes. Immediately following such redemptions, Realogy Group cancelled the 9.375% Senior Notes and 7.625% Senior Secured Second Lien Notes and discharged the applicable indentures in accordance with their terms.

GUARANTEE OF PERFORMANCE

For value received, Realogy Holdings Corp., a Delaware corporation (the “Guarantor”), located at 175 Park Avenue, Madison New Jersey 07940, absolutely and unconditionally guarantees to assume the duties and obligations of ERA Franchise Systems LLC, located at 175 Park Avenue, Madison New Jersey 07940 (the “Franchisor”), under its franchise registration in each state where the franchise is registered, and under its Franchise Agreement identified in its 2022 Franchise Disclosure Document, as it may be amended, and as that Franchise Agreement may be entered into with franchisees and amended, modified or extended from time to time. This guarantee continues until all such obligations of the Franchisor under its franchise registrations and the Franchise Agreement are satisfied or until the liability of Franchisor to its franchisees under the Franchise Agreement has been completely discharged, whichever first occurs. The Guarantor is not discharged from liability if a claim by a franchisee against the Franchisor remains outstanding. Notice of acceptance is waived. The Guarantor does not waive receipt of notice of default on the part of the Franchisor. This guarantee is binding on the Guarantor and its successors and assigns.

The Guarantor signs this guarantee at Madison, New Jersey, and deems it effective on the 28th day of March 2022.

Guarantor:

Realogy Holdings Corp.

By:



Name: Charlotte Simonelli

**Title: Executive Vice President,
Chief Financial Officer and Treasurer**

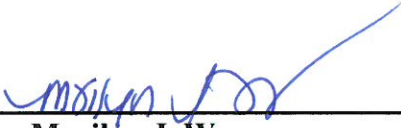
GUARANTEE OF PERFORMANCE

For value received, Realogy Group LLC, a Delaware limited liability company (the “Guarantor”), located at 175 Park Avenue, Madison New Jersey 07940, absolutely and unconditionally guarantees to assume the duties and obligations of ERA Franchise Systems LLC, located at 175 Park Avenue, Madison New Jersey 07940 (the “Franchisor”), under its franchise registration in each state where the franchise is registered, and under its Franchise Agreement identified in its 2022 Franchise Disclosure Document, as it may be amended, and as that Franchise Agreement may be entered into with franchisees and amended, modified or extended from time to time. This guarantee continues until all such obligations of the Franchisor under its franchise registrations and the Franchise Agreement are satisfied or until the liability of Franchisor to its franchisees under the Franchise Agreement has been completely discharged, whichever first occurs. The Guarantor is not discharged from liability if a claim by a franchisee against the Franchisor remains outstanding. Notice of acceptance is waived. The Guarantor does not waive receipt of notice of default on the part of the Franchisor. This guarantee is binding on the Guarantor and its successors and assigns.

The Guarantor signs this guarantee at Madison, New Jersey, and deems it effective on the 28th day of March 2022.

Guarantor:

REALOGY GROUP LLC

By: 

Name: Marilyn J. Wasser

Title: Executive Vice President,
General Counsel and Corporate
Secretary

EXHIBIT G

**ERA Franchise Systems LLC – Active Offices
As of December 31, 2021**

If you buy this franchise, your contact information may be disclosed to other buyers when you leave the franchise system.

Franchisee	Address	City	State	Zip	Phone
ERA Jack Hughes Realty	3265 Ross Clark Circle	Dothan	AL	36303	3347946000
ERA King Real Estate Company, Inc.	1530 Hillyer Robinson Pkwy	Anniston	AL	36207	2568315656
ERA King Real Estate Company, Inc.	3327 Rainbow Drive	Rainbow City	AL	35906	2564421030
ERA King Real Estate Company, Inc.	2319 Cogswell Avenue, Suite 101	Pell City	AL	35125	2053387320
ERA King Real Estate Company, Inc.	1701 28th Ave S	Homewood	AL	35209	2059792335
ERA King Real Estate Company, Inc.	2603 Moody Parkway, #300	Moody	AL	35004	2056400133
ERA King Real Estate Company, Inc.	3075 John Hawkins Parkway, Suite B	Birmingham	AL	35244	2059792335
ERA King Real Estate Company, Inc.	3325 Rocky Ridge Plaza, Suite 121	Birmingham	AL	35243	2059792335
ERA King Real Estate Company, Inc.	1490 North Bank, Suite 234	Tuscaloosa	AL	35406	2054697902
ERA King Real Estate Company, Inc.	7600 Highway 72 W, Suite 202	Madison	AL	35758	2054697902
Redstone Family Realty LLC ERA Powered	3409 South Memorial Parkway	Huntsville	AL	35801	2568819676
Redstone Family Realty LLC ERA Powered	3776 Sullivan Street A	Madison	AL	35758	2567728010
Redstone Family Realty LLC ERA Powered	919 6th Avenue SE	Decatur	AL	35601	2563509676
Redstone Family Realty LLC ERA Powered	200 Davis Circle SW, Suite 200	Huntsville	AL	35801	256 881 9676
Redstone Family Realty LLC ERA Powered	205 Gunter Avenue	Guntersville	AL	35976	256660-6868
ERA Weeks & Browning Realty, Inc.	8221 Old Federal Road	Montgomery	AL	36117	3342154470
ERA Byars Realty	1700 4th Ave	Jasper	AL	35501	2052213673
ERA Waldrop Real Estate	312 1st Ave S.E.	Cullman	AL	35055	2567379738
ERA Forrest & Fields	101 Wren Street	Enterprise	AL	36330	334-699-8400
ERA Team Real Estate	1600 Dave Ward Drive	Conway	AR	72034	5013276731
ERA Team Real Estate	224 Cornerstone Blvd	Hot Springs	AR	71973	5013276731
ERA Doty Real Estate	2529 S Caraway Road	Jonesboro	AR	72401	8709350731
ERA Matt Fischer Realtor	2755 S. 4th Avenue, Suite 100	Yuma	AZ	85364	9283442550
ERA Young Realty & Investment	424 South Beeline Hwy	Payson	AZ	85541	9284744554
ERA Young Realty & Investment	3844 Highway 87, PO Box 1810	Pine	AZ	85544	9284763433
ERA Four Feathers Realty, L.C.	1993 S. Frontage Road, Suite 105	Sierra Vista	AZ	85635	5204588822
HUNT Real Estate ERA	7308 East Deer Valley Road, Suite 100	Scottsdale	AZ	85255	4804273500
HUNT Real Estate ERA	7170 West Camino San Xavier, Suite D113	Glendale	AZ	85308	4806033310
HUNT Real Estate ERA	5734 E. Rancho Manana Blvd.	Cave Creek	AZ	85331	4804891811
HUNT Real Estate ERA	1860 South Alma School Road	Chandler	AZ	85286	4804273500
Habitation Realty ERA Powered	641 N. 10th Ave., Suite 1	Tucson	AZ	85705	5206479503
Habitation Realty ERA Powered	24 Brewery Ave, #1021	Bisbee	AZ	85603	5203335373
Blue Star Real Estate Services ERA Powered	600 East Gurley Street, Suite B & C	Prescott	AZ	86301	9283275700
ERA The Real Estate Store	447 West Aten Road, Suite #1	Imperial	CA	92251	7603520923
ERA North Orange County	18431 Yorba Linda Blvd.	Yorba Linda	CA	92886	7149963000
ERA North Orange County	2963 Carlsbad Blvd.	Carlsbad	CA	92008	7607200600
ERA North Orange County	13175 Black Mountain Rd., #3	San Diego	CA	92129	8582995944
ERA Prime Properties	2545 Chino Hills Prkwy, #D	Chino Hills	CA	91709	9093932020
ERA Yes	358 North Glendora Avenue	Glendora	CA	91741	6269630097
ERA Matilla Realty	225 Culver Boulevard	Playa del Rey	CA	90293	3103058000
ERA Excel Realty	56070 US Highway 371	Anza	CA	92539	9517632535
Legacy Real Estate & Associates ERA Powered	41111 Mission Boulevard	Fremont	CA	94539	5107443500
Legacy Real Estate & Associates ERA Powered	1686 Second Street	Livermore	CA	94550	9254478100
Legacy Real Estate & Associates ERA Powered	4637 Chabot Drive	Pleasanton	CA	94588	9256211200

**ERA Franchise Systems LLC – Active Offices
As of December 31, 2021**

If you buy this franchise, your contact information may be disclosed to other buyers when you leave the franchise system.

Franchisee	Address	City	State	Zip	Phone
Legacy Real Estate & Associates ERA Powered	21771 Stevens Creek Blvd., suite 100	Cupertino	CA	95014	4088992772
Legacy Real Estate & Associates ERA Powered	370 Diablo Road, Suite 103	Danville	CA	94526	9257181244
ERA Donahoe Realty	41955 Fourth Street, Suite 102	Temecula	CA	92590	9516769988
Nelson Shelton Real Estate ERA Powered	345 N. Maple Drive, Suite 140	Beverly Hills	CA	90210	3102712229
ERA Valley Pro Realty	801 W Main St.	Visalia	CA	93291	5594070303
ERA Dune Palm Realty	45445 Portola Avenue, Suite 7	Palm Desert	CA	92260	7605655048
Carlile Realty Group	1860 Howe Avenue, #100	Sacramento	CA	95825	9165070097
Carlile Realty Group	31520 Railroad Canyon Rd., Suite D	Canyon Lake	CA	92587	9165070097
Carlile Realty Group	502 Mace Blvd., Suite 15	Davis	CA	95618	9165070097
Carlile Realty Group	915 Douglas Blvd, #2	Roseville	CA	95678	9165070097
ERA Shields Real Estate	6385 Corporate Drive, Suite #301	Colorado Springs	CO	80919	7195931000
ERA Shields Real Estate	130 East Cheyenne Mountain Boulevard	Colorado Springs	CO	80906	7195763600
ERA New Age Real Estate	7354 S Alton Way, Unit 103	Littleton	CO	80112	7202552162
ERA New Age Real Estate	900 Airport Rd., Unit #2	Rifle	CO	81650	9706251838
ERA Blanchard & Rossetto, Inc.	189 W. Center Street	Manchester	CT	06040	8606462482
ERA Blanchard & Rossetto, Inc.	2181 Boston Turnpike	Coventry	CT	06238	8606462482
ERA Insite Realty Services	153 Greenwood Avenue	Bethel	CT	06801	9147692222
ERA Hart Sargis-Breen Real Estate	1000 Farmington Ave.	West Hartford	CT	06107	8602060141
ERA Hart Sargis-Breen Real Estate	66 Cedar St., Suite 202	Newington	CT	06111	8606665607
ERA Hart Sargis-Breen Real Estate	1020 Farmington Ave., Unit D	Berlin	CT	06037	8608288188
ERA Cole Realty	705 Philadelphia Pike	Wilmington	DE	19809	3027644700
ERA Heavener Realty	3725 Dupont Station Court South, Suite 1	Jacksonville	FL	32217	9044486771
ERA Fernandina Beach Realty	2057 South Fletcher Ave	Fernandina Beach	FL	32034	9042614011
ERA Fernandina Beach Realty	542188 US Highway 1	Callahan	FL	32011	9048793011
ERA Grizzard Real Estate	1300 Citizens Blvd., Suite 300	Leesburg	FL	34748	3527876966
ERA Grizzard Real Estate	840 County Road 466	Lady Lake	FL	32159	3522594900
ERA Grizzard Real Estate	600 N. Donnelly Street	Mount Dora	FL	32757	3527354433
ERA Grizzard Real Estate	1710 E. Highway 50	Clermont	FL	34711	3523945900
ERA Grizzard Real Estate	934 North Magnolia Avenue	Orlando	FL	32803	4072035800
ERA Grizzard Real Estate	104 La Costa Ln., Suite 140	Daytona Beach	FL	32114	3867345155
ERA Grizzard Real Estate	899 E New York Ave	De Land	FL	32724	3867385500
ERA Grizzard Real Estate	6985 Wallace Road, Suite A	Orlando	FL	32819	3867385500
ERA Neubauer Real Estate, Inc.	740 S Tyndall Parkway	Panama City	FL	32404	8507851551
ERA Neubauer Real Estate, Inc.	2211 Highway 77, Suite 102	Lynn Haven	FL	32444	8508723434
ERA Neubauer Real Estate, Inc.	10740 Hutchison Boulevard	Panama City Beach	FL	32407	8502303665
ERA South Dade Realty	17917 SW 97th Avenue	Miami	FL	33157	3052353131
ERA Old South Properties, Inc.	6218 N. Ninth Avenue	Pensacola	FL	32504	8504786363
ERA American Suncoast	117 S. Hwy. 41	Inverness	FL	34450	3527265855
ERA American Suncoast	4511 N Lecanto Hwy	Beverly Hills	FL	34465	3527463600
ERA American Suncoast	1206 SE Highway 19	Crystal River	FL	34429	3527956811
ERA American Real Estate	4 9th Ave.	Shalimar	FL	32579	8886517039
ERA American Real Estate	409 E. John Sims Parkway #1	Niceville	FL	32578	8506781196
ERA American Real Estate	938 S Ferdon Blvd.	Crestview	FL	32536	8506824822
ERA American Real Estate	32 E County Hwy 30A	Santa Rosa Beach	FL	32459	8508372181

**ERA Franchise Systems LLC – Active Offices
As of December 31, 2021**

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Franchisee	Address	City	State	Zip	Phone
ERA American Real Estate	5660 Gulf Breeze Parkway, Unit A-3	Gulf Breeze	FL	32563	8505151001
ERA Davis & Linn	4540 Southside Blvd., #902	Jacksonville	FL	32216	9046411400
ERA Davis & Linn	274 Paseo Reyes Dr.	Saint Augustine	FL	32095	9044717117
ERA Palm Coast Homes & Land, Inc.	3 Cypress Branch Way, Ste. 104	Palm Coast	FL	32164	3864457030
ERA Preferred Properties Of Venice, Inc.	325 W. Venice Ave	Venice	FL	34285	9414859602
ERA Advantage Realty, Inc.	901 Tamiami Trail	Port Charlotte	FL	33953	9412555300
ERA Legacy Realty	31 Hoffman Drive	Gulf Breeze	FL	32561	8509343000
ERA Legacy Realty	101 East Garden Street	Pensacola	FL	32502	8504386000
ERA Real Solutions Realty Company, LLC	13121 University Drive	Fort Myers	FL	33907	2393332378
ERA Real Solutions Realty Company, LLC	1213 SE 47th Terrace	Cape Coral	FL	33904	2393332378
ERA Real Solutions Realty Company, LLC	1616 West Cape Coral Parkway	Cape Coral	FL	33914	2395421998
Reliant Realty ERA Powered	11973 Southern Blvd.	West Palm Beach	FL	33411	(561) 810-8379
Reliant Realty ERA Powered	7016 Charleston Shores Blvd.	Lake Worth	FL	33467	(561) 810-8379
ERA Infinity Properties	1209 E Las Olas Blvd	Fort Lauderdale	FL	33301	9546535000
ERA Infinity Properties	1860 N Pine Island Rd, Suite 101	Plantation	FL	33322	954-653-5000
Tomlin St Cyr Real Estate Services ERA Powered	3907 Henderson Blvd., #100	Tampa	FL	33629	8136360700
Tomlin St Cyr Real Estate Services ERA Powered	211 S Tamiami Trail	Venice	FL	34285	9414886644
Tomlin St Cyr Real Estate Services ERA Powered	351 West Venice Ave	Venice	FL	34285	9412207694
Tomlin St Cyr Real Estate Services ERA Powered	981 Ridgewood Ave.	Venice	FL	34285	9414454555
Countywide Properties ERA Powered	6431 Coral Way	Miami	FL	33155	3052646660
First Service Realty ERA Powered	13155 SW 42 St., #200	Miami	FL	33175	3055519400
First Service Realty ERA Powered	15440 SW 88th St.	Miami	FL	33196	3055519400
First Service Realty ERA Powered	7900 NW 155 St., #107	Miami Lakes	FL	33016	3055519400
First Service Realty ERA Powered	19084 NE 29 Ave., #101	Aventura	FL	33180	3055519400
First Service Realty ERA Powered	14936 Pines Boulevard	Pembroke Pines	FL	33027	3055519400
First Service Realty ERA Powered	2850 S. Douglas Rd., Suite 301	Coral Gables	FL	33134	3055519400
First Service Realty ERA Powered	10369 NW 41st St.	Miami	FL	33178	3055519400
First Service Realty ERA Powered	3440 Hollywood Blvd., Suite 415	Hollywood	FL	33021	3055519400
ERA Towne Square Realty, Inc.	777 Rays Road	Stone Mountain	GA	30083	4042991355
ERA Southeast Coastal Real Estate	10500 Abercorn St., Suite I	Savannah	GA	31419	9129271088
ERA Southeast Coastal Real Estate	139 Ryon Ave	Hinesville	GA	31313	9128763538
ERA Southeast Coastal Real Estate	500 Church St.	Vidalia	GA	30474	9125387363
ERA Southeast Coastal Real Estate	5857 Highway 21 South	Rincon	GA	31326	9128262550
ERA Kings Bay Realty	1612 Boone Street	Kingsland	GA	31548	9127292266
ERA Hirsch Real Estate Team	408 S. Zetterower Ave	Statesboro	GA	30458	9127646774
ERA Sunrise Realty	157 Reinhardt College Parkway, Suite 100	Canton	GA	30114	7707201515
ERA Sunrise Realty	2280 Satellite Boulevard	Duluth	GA	30097	6787817400
ERA Sunrise Realty	115 West Washington Street	Athens	GA	30601	7064330101
ERA Sunrise Realty	1642 Powers Ferry Road SE, Suite 150	Marietta	GA	30067	6787817400
ERA Sunrise Realty	12540 Broadwell Rd, Suite 2201	Alpharetta	GA	30004	7707201515

**ERA Franchise Systems LLC – Active Offices
As of December 31, 2021**

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Franchisee	Address	City	State	Zip	Phone
ERA Sunrise Realty	104 Warren Road	Augusta	GA	30907	7064962716
ERA Simpson Realty	113 W. Shotwell	Bainbridge	GA	39819	2292439200
ERA Joyner Realty	231 Northside Drive	Valdosta	GA	31602	2292418884
ERA Evergreen Real Estate Company	138 Canal St., Suite 104	Pooler	GA	31322	9123416601
ERA Prime Real Estate	120 N. King Street, Suite 3	Calhoun	GA	30701	7066251700
ERA All In One Realty	616 N. Westover Blvd.	Albany	GA	31707	2298886670
ERA Atlantic Realty	105 Noble Court, Suite 201	Alpharetta	GA	30005	6787106100
Ivy League Realty	505 Corporate Center Drive, Suite 103	Stockbridge	GA	30281	6782719270
Ivy League Realty	100 Smith Street, Suites 3-4	Lagrange	GA	30240	7062982457
ERA West Wind Real Estate	950 North Cole Avenue	Boise	ID	83704	2083772121
ERA West Wind Real Estate	1410 American Legion Bl.	Mountain Home	ID	83647	2085870711
ERA Archibald Real Estate	527 Rigby Lake Drive, Suite A	Rigby	ID	83442	2087455911
ERA Naper Realty	865 N Columbia St	Naperville	IL	60563	6309611776
Results Realty ERA Powered	2000 W. Main St., Unit G	Saint Charles	IL	60174	6303775500
ERA Integrity Real Estate	1484 S. Memorial Drive	New Castle	IN	47362	7655292211
ERA First Advantage Realty, Inc.	8711 West Highway 66	Newburgh	IN	47630	8128582400
ERA First Advantage Realty, Inc.	109 State St.	Newburgh	IN	47630	8124793721
ERA First Advantage Realty, Inc.	4962 Lincoln Ave.	Evansville	IN	47715	8124734663
ERA First Advantage Realty, Inc.	2221 W. Franklin Street	Evansville	IN	47712	8124913721
ERA First Advantage Realty, Inc.	911 Julian Dr.	Boonville	IN	47601	8128582400
ERA First Advantage Realty, Inc.	1002 E Broadway Street	Princeton	IN	47670	8123867653
ERA First Advantage Realty, Inc.	617 Main Street	Jasper	IN	47546	8124826080
Schuler Bauer Real Estate ERA Powered	4206 Charlestown Rd., Suite 200	New Albany	IN	47150	8129482888
Schuler Bauer Real Estate ERA Powered	1711 N. Old Hwy 135	Corydon	IN	47112	8127384232
Schuler Bauer Real Estate ERA Powered	209 Carter Street	Seymour	IN	47274	8128714270
Todd Realty ERA Powered	813 S. Huntington St.	Syracuse	IN	46567	5744574417
ERA High Pointe Realty	2803 Claflin Road	Manhattan	KS	66502	7855393737
ERA Great American Realty	10300 W. Central	Wichita	KS	67212	3167229393
ERA Great American Realty	8100 E. 22nd Street N.	Wichita	KS	67226	3166864111
ERA First Advantage Realty, Inc.	2202 US HWY 41, Unit A	Henderson	KY	42420	2705778701
ERA Team Realtors	425 South Fourth St.	Danville	KY	40422	8592363064
ERA Select Real Estate	444 Lewis Hargett Circle, #275	Lexington	KY	40503	8592961525
ERA Professional Hometown Services	5027 Atwood Dr	Richmond	KY	40475	8596268372
Schuler Bauer Real Estate ERA Powered	1500 Ormsby Station Ct.	Louisville	KY	40223	5024516300
Schuler Bauer Real Estate ERA Powered	100 Drexler Cir.	Elizabethtown	KY	42701	2707402100
ERA Sarver Real Estate	3090 Colony Blvd.	Leesville	LA	71446	3372392041
ERA Sarver Real Estate	616 Pine Street	Deridder	LA	70634	3374622041
Geneva Harris Realty	2117 S. Burnside Ave.	Gonzales	LA	70737	9857094716
ERA The Castelo Group	1815 Acushnet Ave	New Bedford	MA	02746	5089956291
ERA The Castelo Group	1052 Pleasant Street	Fall River	MA	02723	5086747070
ERA M. Connie Laplante Real Estate	2 Lyman Street	South Hadley	MA	01075	4135369111
ERA Key Realty Services	16 E. Main Street	Milford	MA	01757	5084787777
ERA Key Realty Services	456 West Central St.	Franklin	MA	02038	5085287100
ERA Key Realty Services	1661 Worcester Road	Framingham	MA	01701	5088794474

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Franchisee	Address	City	State	Zip	Phone
ERA Key Realty Services	304 Washington St.	Auburn	MA	01501	5088325831
ERA Key Realty Services	76 Church Street	Whitinsville	MA	01588	5082340560
ERA Key Realty Services	415 Main Street	Spencer	MA	01562	5088856336
ERA Key Realty Services	29 East Mountain Street	Worcester	MA	01606	5088530964
ERA Key Realty Services	328 Boston Road, Unit C	North Billerica	MA	01862	9786141600
ERA Key Realty Services	19B Maple Street	Marlborough	MA	01752	5083033434
ERA Key Realty Services	707 Main Street	Millis	MA	02054	5083768200
ERA Key Realty Services	76 Otis Street	Westborough	MA	01581	5083661818
ERA Key Realty Services	1 Chelmsford Street	Chelmsford	MA	01824	9782566575
ERA Key Realty Services	6 Middlesex Ave., Unit 1	Wilmington	MA	01887	9786588288
ERA Key Realty Services	5 Savin Hill Avenue	Dorchester	MA	02125	(617) 932-7020
ERA Millennium Real Estate	291 Ferry Street	Everett	MA	02149	6173891101
ERA Cape Real Estate	592 Route 28	West Dennis	MA	02670	5083946588
Cohn & Company ERA Powered	117 Main St.	Greenfield	MA	01301	4137720105
ERA Martin Associates	1000 E. Main Street	Salisbury	MD	21804	4107491818
ERA Martin Associates	11049 Racetrack Road	Berlin	MD	21811	410 641-5000
ERA Realty Group	11900 Parklawn Drive, Suite 100	Rockville	MD	20852	3018811700
ERA Realty Group	12501 Prosperity Drive, Suite 160	Silver Spring	MD	20904	3015920200
ERA Dawson-Bradford Co., Realtors	417 Main St	Bangor	ME	04401	2079476788
ERA Dawson-Bradford Co., Realtors	50 Main St, P.O. Box 339	Orono	ME	04473	2079476788
ERA Cousens Realty	15 Payne Avenue, PO Box 468	Rockland	ME	04841	2075966433
ERA Greater North Properties	3080 West 13th Street	Cadillac	MI	49601	2317798088
ERA Reardon	910 N. West Avenue	Jackson	MI	49202	5177822996
ERA Reardon	250 S. Main Street, Unit 2	Brooklyn	MI	49230	5175928326
ERA Reardon	21005 Farmington Road	Farmington Hills	MI	48336	2484743303
ERA Reardon	2970 South 9th Street	Kalamazoo	MI	49009	2693726556
ERA Reardon	3665 Lakeshore Drive	Saint Joseph	MI	49085	2698490800
ERA Reardon	102 S. Clinton Street	Manchester	MI	48158	2696735505
Integrity Real Estate Professionals ERA Powered	1501 S. 11th Street	Niles	MI	49120	2696845030
Midwest Properties ERA Powered	2355 Belmont Center Drive, Suite 104	Belmont	MI	49306	6163648831
Midwest Properties ERA Powered	950 Taylor Avenue, Suite 230B	Grand Haven	MI	49417	6166385220
Midwest Properties ERA Powered	2428 S. Patterson	Shelbyville	MI	49344	6163648831
Midwest Properties ERA Powered	19595 Hoover Road	Big Rapids	MI	49307	6163648831
ERA Viking Realty	2306 South Broadway Street, Suite 7	Alexandria	MN	56308	3207620241
ERA Gillespie Real Estate	122 N Cedar	Owatonna	MN	55060	5074517488
ERA McClain Brothers	14500 E. 42nd Street S, Suite 100	Independence	MO	64055	8168362555
ERA Gulf Realty, Inc.	4063 Ginger Drive, Suite A	Diberville	MS	39532	2283923303
ERA Town & Campus Realty	111 West Main Street	Starkville	MS	39759	6626156077
ERA Real Estate Professionals	1070 Lake Village Circle, Suite B	Brandon	MS	39047	6019562222
ERA Landmark Real Estate	1805 W Dickerson, #1	Bozeman	MT	59715	4065861321
ERA Landmark Real Estate	36 Center Lane	Big Sky	MT	59716	4069953444
ERA Landmark Real Estate	215 S. Main	Livingston	MT	59047	4062228700
ERA Landmark Real Estate	222 East Main Street, Suite 1D	Ennis	MT	59729	4066824290

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Franchisee	Address	City	State	Zip	Phone
ERA Landmark Real Estate	8 E. Main St.	Bozeman	MT	59715	4065565001
ERA Advantage Realty	2022 Central Avenue	Great Falls	MT	59401	4067273000
ERA Lambros Real Estate	3011 American Way	Missoula	MT	59808	4065329200
ERA Lambros Real Estate	514 North 1st Avenue	Hamilton	MT	59840	4063636668
ERA Lambros Real Estate	211 Parkway Drive	Kalispell	MT	59901	4067529200
ERA Lambros Real Estate	5505 Eagle Court, Suite B	Florence	MT	59833	4062737777
ERA Lambros Real Estate	2 Bayshore Drive	Polson	MT	59860	4068831372
ERA American Real Estate	223 Shiloh Rd., Suite 8	Billings	MT	59106	4062593977
ERA Pacesetters	1140 Kildaire Farm Road, Suite 101	Cary	NC	27511	9194819700
ERA Strother Real Estate	225 Ray Ave., Suite 202	Fayetteville	NC	28301	9108642325
ERA Strother Real Estate	102 S Steele St., Suite 401	Sanford	NC	27330	9197770820
ERA Mountain View	32 N. Main Street	Marion	NC	28752	8286593100
ERA Mountain View	25 W. Main St.	Old Fort	NC	28762	8286684663
ERA Sunburst Realty	147 Walnut St	Waynesville	NC	28786	8284567376
Wilkinson ERA Real Estate	8604 Cliff Cameron Drive, Ste 190	Charlotte	NC	28269	7043930048
Wilkinson ERA Real Estate	19701-C West Catawba Avenue	Cornelius	NC	28031	7048927373
Wilkinson ERA Real Estate	80 Charlotte Street, Suite 10	Asheville	NC	28801	8282775551
Wilkinson ERA Real Estate	145 7th Avenue West	Hendersonville	NC	28792	8286938471
Wilkinson ERA Real Estate	751 W. 4th Street, Suite 110	Winston Salem	NC	27101	3363315550
Wilkinson ERA Real Estate	10706 Sikes Place, Suite 150	Charlotte	NC	28277	7043930048
Wilkinson ERA Real Estate	7701 Six Forks Rd., Suite 126	Raleigh	NC	27615	9195007570
Wilkinson ERA Real Estate	6739 Falls of Neuse Road	Raleigh	NC	27615	9199177100
Wilkinson ERA Real Estate	1 Glenwood Ave., Suite 500	Raleigh	NC	27603	9196656500
ERA Parrish Realty Legacy Group	614 N Arendell Ave.	Zebulon	NC	27597	9192697439
ERA Parrish Realty Legacy Group	7210 Knightdale Blvd	Knightdale	NC	27545	9192663666
Coastal ERA	106 N Water Street, Unit 107	Wilmington	NC	28401	9107993533
Coastal ERA	5622 E Oak Island Dr.	Oak Island	NC	28465	9102785523
The Nesting Group ERA Powered Real Estate	824 Gum Branch Rd., Suite F	Jacksonville	NC	28540	910-939-5525
ERA American Real Estate	710 N Main St., Suite #1E	Watford City	ND	58854	7016901695
ERA Premier Team	1700 Market Lane	Norfolk	NE	68701	4023713700
ERA Boniakowski Real Estate	929 Washington Ave, Box 710	Green Brook	NJ	08812	7329680700
ERA Boniakowski Real Estate	1952 Washington Valley Road	Martinsville	NJ	08836	7329680700
ERA Nalbandian Realty Assoc.	481 Fair Lawn Parkway	Saddle Brook	NJ	07663	2017971100
ERA Village Green Realtors	35 Brant Avenue	Clark	NJ	07066	7323817477
ERA Suburb Realty Agency	1773 E. Second Street	Scotch Plains	NJ	07076	9083224434
ERA Queen City Realty	1924 Bartle Ave.	Scotch Plains	NJ	07076	9083225454
ERA Justin Realty Co.	118 Jackson Avenue	Rutherford	NJ	07070	2019397500
ERA American Towne Realty	1848 Hooper Avenue	Toms River	NJ	08753	7322557000
ERA Duke Realtors	304 E. Washington Ave. Rt. 57	Washington	NJ	07882	9086893500
ERA Young	725 N Main St	Glassboro	NJ	08028	8568813100
ERA Reed Realty, Inc.	963 Park Ave	Plainfield	NJ	07060	9087690011
ERA Statewide Realty	284 US Highway 206	Hillsborough	NJ	08844	9088747797
ERA Statewide Realty	1 Eves Dr., Suite 135	Marlton	NJ	08053	6097140050
Burgdorff ERA	2 Walnut Street, Unit E	Hope	NJ	07844	9084595515

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Franchisee	Address	City	State	Zip	Phone
ERA A.J. Cali Real Estate	174 Diamond Bridge Avenue	Hawthorne	NJ	07506	9734230015
ERA Byrne Realty	3112 Bridge Ave	Point Pleasant	NJ	08742	7324581077
ERA Lancia Realty	12 Bi-State Plaza	Old Tappan	NJ	07675	2016660007
ERA Central Realty Group	210 Rte 539	Cream Ridge	NJ	08514	6092590200
ERA Central Realty Group	3379 US Highway 206	Bordentown	NJ	08505	6092984800
ERA Central Realty Group	3338 US Highway 9 South	Freehold	NJ	07728	7324628600
ERA Central Realty Group	349 Applegarth Road	Monroe Township	NJ	08831	6096555535
ERA Simmons Real Estate	918 10th St	Alamogordo	NM	88310	5754379927
ERA Montgomery Real Estate	101 S. Canyon	Carlsbad	NM	88220	5758854131
ERA Sellers & Buyers Real Estate	3530 Wyoming Blvd NE	Albuquerque	NM	87111	5052961500
ERA Sellers & Buyers Real Estate	3741 NM Highway 528 NW	Albuquerque	NM	87114	5052961500
ERA Brokers Consolidated	1155 W Pioneer Blvd., Suite 104	Mesquite	NV	89027	8003722765
ERA Brokers Consolidated	1735 Village Center Circle	Las Vegas	NV	89134	8003722765
ERA Brokers Consolidated	2855 St. Rose Parkway, Building 2	Henderson	NV	89052	8003722765
ERA Realty Central	3080 Vista Blvd., Suites- 100,102,104	Sparks	NV	89434	7756852372
ERA Caputo Realty	314 Jericho Turnpike	New Hyde Park	NY	11040	5164370333
ERA Meloi Realty, Inc.	243 East Main Street	Port Jervis	NY	12771	8458564492
ERA Top Service Realty	21921 Jamaica Avenue	Queens Village	NY	11428	7184645800
ERA Insite Realty Services	600 N Broadway	White Plains	NY	10603	9149499600
ERA Insite Realty Services	120 Kraft Ave.	Bronxville	NY	10708	9143370900
ERA Insite Realty Services	370 Manville Road	Pleasantville	NY	10570	9147696777
ERA Insite Realty Services	639 McLean Avenue	Yonkers	NY	10705	9143370900
HUNT Real Estate ERA	8780 Sheridan Dr	Williamsville	NY	14221	7166335350
HUNT Real Estate ERA	4283 South Buffalo Road	Orchard Park	NY	14127	7166629701
HUNT Real Estate ERA	2835 Sheridan Drive	Tonawanda	NY	14150	7168345400
HUNT Real Estate ERA	4363 Main Street	Amherst	NY	14226	7168324838
HUNT Real Estate ERA	3070 Niagara Falls Blvd.	Wheatfield	NY	14120	7166940400
HUNT Real Estate ERA	5546 Camp Rd.	Hamburg	NY	14075	7166482300
HUNT Real Estate ERA	1110 Union Rd	West Seneca	NY	14224	7166754868
HUNT Real Estate ERA	720 Elmwood Ave	Buffalo	NY	14222	7168832200
HUNT Real Estate ERA	477 South Transit Road #900	Lockport	NY	14094	7164346266
HUNT Real Estate ERA	728 Main Street	East Aurora	NY	14052	7166521234
HUNT Real Estate ERA	716 Center Street	Lewiston	NY	14092	7167544450
HUNT Real Estate ERA	3300 Monroe Avenue, Suite 209	Rochester	NY	14618	5857852000
HUNT Real Estate ERA	1717 Empire Blvd.	Webster	NY	14580	5856710984
HUNT Real Estate ERA	2017 Hudson Avenue	Rochester	NY	14617	5853427820
HUNT Real Estate ERA	8196 Oswego Road	Liverpool	NY	13090	3156225757
HUNT Real Estate ERA	1765 Como Park Boulevard	Depew	NY	14043	7166813900
HUNT Real Estate ERA	5570 Main Street	Williamsville	NY	14221	7166330300
HUNT Real Estate ERA	120 Glenmose Road	Fairport	NY	14450	5853881400
HUNT Real Estate ERA	20991 NYS Route 3	Watertown	NY	13601	3157884013
HUNT Real Estate ERA	1100 Long Pond Road, Suite 111		0 NY	14626	5856721660
HUNT Real Estate ERA	59 Eastern Blvd	Canandaigua	NY	14424	5853948888
HUNT Real Estate ERA	4801 W. Genesee Street, Suite 3	Syracuse	NY	13219	3154882926

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Franchisee	Address	City	State	Zip	Phone
HUNT Real Estate ERA	119 Genesee Street	Chittenango	NY	13037	3156876109
HUNT Real Estate ERA	767 Lenox Ave, Suite 1	Oneida	NY	13421	3153635533
HUNT Real Estate ERA	45 Albany St.	Cazenovia	NY	13035	3156558300
HUNT Real Estate ERA	7913 Route 11	Cicero	NY	13039	3156993200
HUNT Real Estate ERA	7650 Highbridge Road, Suite 210	Manlius	NY	13104	3156827197
HUNT Real Estate ERA	1365 New Scotland Rd	Slingerlands	NY	12159	5184145830
HUNT Real Estate ERA	333 Glen St., Suite 103	Glens Falls	NY	12801	5187984400
HUNT Real Estate ERA	1750 Route 9	Clifton Park	NY	12065	5184260248
HUNT Real Estate ERA	26 College Street	Clinton	NY	13323	3158534400
HUNT Real Estate ERA	27 Main Street	Hornell	NY	14843	6073244022
HUNT Real Estate ERA	5 Sagamore Road	Bolton Landing	NY	12814	3153596573
HUNT Real Estate ERA	2098 Grand Island Blvd	Grand Island	NY	14072	9999999999
HUNT Real Estate ERA	43 Main Street	Akron	NY	14001	9999999999
HUNT Real Estate ERA	11 West University Street	Alfred	NY	14802	9999999999
HUNT Real Estate ERA	263 North Greenbush Rd.	Troy	NY	12180	9999999999
ERA Team VP Real Estate	4478 West Lake Road	Chautauqua	NY	14722	7164130200
ERA Team VP Real Estate	23 E. 3rd Street, Suite 100	Jamestown	NY	14701	7164130200
ERA Team VP Real Estate	1 Morris Avenue	Chautauqua	NY	14722	7163572307
ERA Team VP Real Estate	12 Washington Street	Ellicottville	NY	14731	7166994800
ERA Team VP Real Estate	45 W Main St.	Allegany	NY	14706	7163722234
ERA Team VP Real Estate	357 W. Main St.	Arcade	NY	14009	7164965661
ERA Lentz Associates, Inc.	150 E. Sprague Road	Broadview Heights	OH	44147	4408427171
ERA Home Network Real Estate	44 S. Kintner Parkway, Suite E		OH	43074	6148906161
ERA Martin & Associates	159 E Main Street, P.O. Box 2066	Chillicothe	OH	45601	7407744500
ERA Martin & Associates	11 S. Main Street	Frankfort	OH	45628	7409984021
ERA Martin & Associates	1010 Leesburg Avenue	Washington Court House	OH	43160	7406360393
ERA Martin & Associates	118 East Main Street	Circleville	OH	43113	7404209102
ERA Martin & Associates	10-12 S. Ohio Avenue	Wellston	OH	45692	7403845177
ERA Martin & Associates	378 E. Main St	Jackson	OH	45640	7402865061
ERA Martin & Associates	141 E Main St	Ashville	OH	43103	7407744500
ERA Geyer Noakes Realty Group	2113 Tiffin Avenue, Suite 103	Findlay	OH	45840	4194230001
ERA Geyer Noakes Realty Group	1307 E. Fourth Street	Ottawa	OH	45875	4195234780
ERA Geyer Noakes Realty Group	115 E. Finley Street	Upper Sandusky	OH	43351	4197314301
ERA Real Solutions Realty Company, LLC	8103 Beckett Center Dr.	West Chester	OH	45069	5138747325
ERA Real Solutions Realty Company, LLC	3656 Broadway	Grove City	OH	43123	6148711000
ERA Real Solutions Realty Company, LLC	6310 E Kemper Rd, Suite 200	Cincinnati	OH	45241	5138919300
ERA Real Solutions Realty Company, LLC	221 North High Street	Hillsboro	OH	45133	9373934242
ERA Real Solutions Realty Company, LLC	47 W Columbus St.	Pickerington	OH	43147	6148827653
ERA Real Solutions Realty Company, LLC	8404 Beechmont Avenue	Cincinnati	OH	45225	5138736116
ERA Real Solutions Realty Company, LLC	20102 Center Ridge Rd	Rocky River	OH	44116	4403310900
ERA CS Raper & Son	1133 North Main Street	Muskogee	OK	74401	9186831710
ERA Courtyard Real Estate	3553 W. Memorial Road	Oklahoma City	OK	73134	4057207400
ERA Freeman & Associates, Realtors	1685 E. Powell Blvd.	Gresham	OR	97030	5036653144
Knipe Realty ERA Powered	7420 SW Bridgeport Road, Ste 210	Portland	OR	97224	5034457660

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Franchisee	Address	City	State	Zip	Phone
Knipe Realty ERA Powered	2755 Commercial ST SE, #201	Salem	OR	97302	5037792690
ERA Brady Associates	500 Hunter HWY	Tunkhannock	PA	18657	5708363848
ERA Rudy Amelio Real Estate	1348 Hamilton Street	Allentown	PA	18102	6104375501
ERA Richmond Real Estate Service	751 North Main St	Meadville	PA	16335	8143376000
ERA Richmond Real Estate Service	190 Water Street	Conneaut Lake	PA	16316	8143826000
ERA Richmond Real Estate Service	631 W. Spring Street	Titusville	PA	16354	8148277355
ERA Johnson Real Estate, Inc.	1620 East State Street	Hermitage	PA	16148	7243474011
ERA Lechner & Associates, Inc.	725 Pellis Road	Greensburg	PA	15601	7248361570
ERA Team VP Real Estate	400 Market St.	Warren	PA	16365	8147263456
ERA Team VP Real Estate	21 Main Street, Suite A	Bradford	PA	16701	8143683994
ERA One Source Realty	230 Northern Boulevard	Clarks Summit	PA	18411	5705879999
ERA One Source Realty	1559 Main St	Peckville	PA	18452	5704898080
ERA One Source Realty	12 N Mountain Blvd	Mountain Top	PA	18707	5704033000
ERA One Source Realty	1182 Hamlin Highway	Lake Ariel	PA	18436	5706980700
ERA One Source Realty	502 Park Avenue	Stroudsburg	PA	18360	5704240404
Mountain Realty ERA Powered	2938 Columbia Ave, Suite 602	Lancaster	PA	17603	7173908701
ERA Southeast Coastal Real Estate	110 Traders Cross	Bluffton	SC	29909	8437058181
ERA Leatherman Realty, Inc.	2180 W Evans Street	Florence	SC	29501	8436620388
ERA Wilder Realty	120 A Columbia Ave.	Chapin	SC	29036	8033456713
ERA Wilder Realty	109 Old Rapids Road	Lexington	SC	29072	803-356-2455
ERA Wilder Realty	1129 Sparkleberry Lane Extension	Columbia	SC	29223	8037367870
ERA Wilder Realty	691 Bultman Drive	Sumter	SC	29150	8037747653
ERA Wilder Realty	3200 Devine St.	Columbia	SC	29205	8037650211
ERA Wilder Realty	250 Plaza Cir	Santee	SC	29142	8038542119
ERA Wilder Realty	125 Wappoo Creek Drive, Suite F	Charleston	SC	29412	8437958011
ERA Wilder Realty	234 North Main St.	Summerville	SC	29483	8437970858
ERA Wilder Realty	103 Church St	Mount Pleasant	SC	29464	8439366890
ERA Evergreen Real Estate Company	6 Lagoon Road, Suite 3	Hilton Head Island	SC	29928	8438424400
ERA Evergreen Real Estate Company	14 Church St., Suite 102	Bluffton	SC	29910	8438156800
ERA Evergreen Real Estate Company	1001 Boundary Street	Beaufort	SC	29902	8433792411
ERA Kennedy Group Realtors	685 Highway 123, Suite B	Seneca	SC	29678	8648827644
Wilkinson ERA Real Estate	506 Mercantile Pl., Suite 101	Fort Mill	SC	29715	8036534088
ERA In The Smokies Realty & Rentals	207 Parkway	Gatlinburg	TN	37738	8654303366
ERA Chappell & Associates Realty & Rental	903 Franklin Street	Clarksville	TN	37040	9315522412
ERA Lakeway Real Estate	1228 Gay Street	Dandridge	TN	37725	8653972152
ERA Blue Key Properties	1961 Northpoint Boulevard, Suite 110	Hixson	TN	37343	4238771966
ERA Blue Key Properties	167 3rd Ave., Suite 2	Dayton	TN	37321	4237751920
ERA Blue Key Properties	22576 Rhea County Highway, Suite 6	Spring City	TN	37381	4233652515
Reliant Realty ERA Powered	636 Grassmere Park, Suite 130A	Nashville	TN	37211	6158597150
Reliant Realty ERA Powered	1517 Hunt Club Blvd	Gallatin	TN	37066	6157245222
Reliant Realty ERA Powered	640 Broadmor Blvd., Suite 100	Murfreesboro	TN	37129	6156173551
Reliant Realty ERA Powered	124 Dunbar Cave Road, Suite A	Clarksville	TN	37043	9312458800
Reliant Realty ERA Powered	4068 Rural Plains Circle, Suite 150	Franklin	TN	37064	6157245129
ERA Troy Realtors	16088 San Pedro, Suite 120	San Antonio	TX	78232	2104941985

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Franchisee	Address	City	State	Zip	Phone
ERA Bettinger Realtors	2015-A Monarch Drive	Austin	TX	78748	5122825427
ERA Raffaelli Realtors	1901 Mall Drive	Texarkana	TX	75503	9037941800
ERA Colonial Real Estate	777 Indian Trail	Harker Heights	TX	76548	2546984300
ERA Colonial Real Estate	4909 Williams Drive	Georgetown	TX	78633	5128680403
ERA Colonial Real Estate	19230 Stone Oak Pky, Ste. 260	San Antonio	TX	78258	2104779400
ERA Colonial Real Estate	9101 Burnet Road, Suite 112	Austin	TX	78758	5124527755
ERA Colonial Real Estate	301 North Main	Salado	TX	76571	9999999999
ERA Sellers & Buyers Real Estate	780 North Resler	El Paso	TX	79912	9155852222
ERA Sellers & Buyers Real Estate	11331 James Watt Drive, Building #150	El Paso	TX	79936	9155941999
ERA 1st Choice Real Estate	150 West Gibson Street, Suite 300	Jasper	TX	75951	4093843247
ERA Courtyard Real Estate	8801 Buccola Avenue, Suite 200	Amarillo	TX	79119	8063532711
ERA Courtyard Real Estate	8810 Woodway Drive, Suite 112	Waco	TX	76712	2542357788
ERA Steve Cook & Co, Realtors	225 Highway 120 West (225 West FM 120)	Pottsboro	TX	75076	9037863355
ERA Steve Cook & Co, Realtors	2731 W. Morton Street, Suite 101	Denison	TX	75020	9034633355
ERA Newlin & Company	1722 West Avenue N	San Angelo	TX	76904	3254810500
ERA Newlin & Company	3228 College Hills Boulevard	San Angelo	TX	76904	3254810500
ERA Cornerstone Realty	2701 Wind River Lane	Denton	TX	76210	9403847355
ERA Benes Realty	19855 Southwest Freeway, Suite #230	Sugar Land	TX	77479	2812400116
American Real Estate ERA Powered	1313 South John Redditt	Lufkin	TX	75904	9366327000
American Real Estate ERA Powered	6470 Phelan Blvd.	Beaumont	TX	77706	4098602900
American Real Estate ERA Powered	1508 South 21st Street	Nederland	TX	77627	4097273196
American Real Estate ERA Powered	1304 N. 16th Street	Orange	TX	77630	4098830770
ERA iRealty	6600 Chase Oaks Blvd., Suite #150, Unit #1102	Plano	TX	75023	4699168811
ERA Myers & Myers Realty	120 Main St., #124	Lewisville	TX	75077	4696301525
ERA Brawn Sterling	717 W. Main Street, Suite 10	Midlothian	TX	76065	4692998310
Legacy Living	7119 FM 1464, Suite 340	Richmond	TX	77407	713-551-1842
Legacy Living	6011 W Main, Suite A-102	League City	TX	77573	713-551-1842
ERA Brokers Consolidated	201 E. Saint George Blvd.	Saint George	UT	84770	8003722765
ERA Brokers Consolidated	10 North 100 West	Hurricane	UT	84737	8003722765
ERA Brokers Consolidated	395 South Main Street	Beaver	UT	84713	8003722765
ERA Brokers Consolidated	745 S. Main St.	Richfield	UT	84701	8003722765
ERA Brokers Consolidated	2901 N. Ashton Blvd.	Lehi	UT	84043	8013410909
ERA Brokers Consolidated	9350 South 150 East, #410	Sandy	UT	84070	8016736177
ERA Brokers Consolidated	215 East Historic 25th Street	Ogden	UT	84401	8016276500
ERA Brokers Consolidated	2640 North Highway 162, Suite 106	Eden	UT	84310	8016275400
ERA Realty Center	259 West 200 North	Cedar City	UT	84720	4355862777
ERA Realty Center	815 Movie Ranch Rd	Duck Creek Village	UT	84762	4356822000
ERA Utah Properties	7 West Center	Kanab	UT	84741	4356442606
ERA Advantage Realty	528 N. Main Street	Logan	UT	84321	4357528222
ERA Woody Hogg & Assoc.	9137 Chamberlayne Road, Suite 100	Mechanicsville	VA	23116	8045594644
ERA OakCrest Realty, Inc.	126 N. Kent St.	Winchester	VA	22601	5406650360
ERA Valley Realty	146 S. Main Street	Woodstock	VA	22664	5404592123
ERA Teachers, Inc.	555 Grove St, Suite 100	Herndon	VA	20170	7037426900
ERA Teachers, Inc.	42882 Truro Parish Drive	Ashburn	VA	20148	7037426900

**ERA Franchise Systems LLC – Active Offices
As of December 31, 2021**

If you buy this franchise, your contact information may be disclosed to other buyers when you leave the franchise system.

Franchisee	Address	City	State	Zip	Phone
Napier Realtors ERA	14361 Sommerville Court	Midlothian	VA	23113	8047944531
Napier Realtors ERA	10148 West Broad Street, Suite 200	Glen Allen	VA	23060	8047477653
Napier Realtors ERA	20 Dunlop Village Circle	Colonial Heights	VA	23834	8045249001
Napier Realtors ERA	3452 Anderson Highway, Suite B	Powhatan	VA	23139	8045987700
ERA Real Estate Professionals	1445 Kempsville Road	Virginia Beach	VA	23464	7574240646
ERA Real Estate Professionals	720 J Clyde Morris Blvd., Unit B	Newport News	VA	23601	7572404070
ERA Bill May Realty Company	390 Hillsdale Drive	Charlottesville	VA	22901	4349787355
ERA Brown & Rutherford Realty	1220 North Royal Avenue	Front Royal	VA	22630	5406366121
ERA Mountain Real Estate	1913 US Route 4	Killington	VT	05751	8027750340
Knipe Realty ERA Powered	217 W. Evergreen Blvd.	Vancouver	WA	98660	3605670164
Knipe Realty ERA Powered	3200 SE 164th Ave., Suite 301	Vancouver	WA	98682	3605670164
Columbia River Realty ERA Powered	1700 Main St., Suite 222	Washougal	WA	98671	3602104690
Columbia River Realty ERA Powered	350 SW Highway 14	Stevenson	WA	98648	9999999999
RSVP Real Estate ERA Powered	14205 S.E. 36th Street, Suite 100	Bellevue	WA	98006	425-610-7787
RSVP Real Estate ERA Powered	1700 7th Ave., Suite 2100	Seattle	WA	98101	4526107787
Tucker Realty ERA Powered	1932 E College Way, Suite A	Mount Vernon	WA	98273	3604045428
ERA Skyview Realty	1766 Fowler	Richland	WA	99352	5092224107
ERA Starr Realty	14 South Third Avenue	Sturgeon Bay	WI	54235	9207434321
ERA Starr Realty	2594 S. Bay Shore Drive	Sister Bay	WI	54234	9208542394
Restaino & Associates ERA Powered	26 Schroeder Ct., Suite 200	Madison	WI	53711	6088337777
Restaino & Associates ERA Powered	163 South Fair Oaks Avenue	Madison	WI	53704	6083107777
Restaino & Associates ERA Powered	137 E Wilson Street, Suite 102	Madison	WI	53703	6082947777
Restaino & Associates ERA Powered	2945 Monroe Street	Madison	WI	53711	6082327777
Restaino & Associates ERA Powered	109 5th Ave., Suite 4 P.O. Bx 279	New Glarus	WI	53574	6085273777
Restaino & Associates ERA Powered	217 E Main Street	Mount Horeb	WI	53572	6084374777
Restaino & Associates ERA Powered	2425 New Pinery Road, Suite 101	Portage	WI	53901	6087427777
Restaino & Associates ERA Powered	2540 Ironwood Drive	Sun Prairie	WI	53590	6088373777
MyPro Realty	12557 W. Burleigh Road, Suite 6	Brookfield	WI	53005	414-434-2425
ERA Liberty Realty	1018 Jefferson Avenue	Charles Town	WV	25414	3047282000
ERA Liberty Realty	1789 Delmar Orchard Rd.	Martinsburg	WV	25403	3045969372
ERA Town & Country Real Estate	1911 Jefferson Blvd	Point Pleasant	WV	25550	3046755548
ERA Advantage Realty	288 Court House Road, P.O Box 586	Princeton	WV	24740	3044253400
ERA Frontier Realty	1800 Edinburgh Street	Rawlins	WY	82301	3073280684
ERA Frontier Realty	100 South 1st Street	Saratoga	WY	82331	3073263721
ERA Frontier Realty	100 E. 26th St.	Cheyenne	WY	82001	3076381313
ERA Priority Real Estate	600 4-J Court	Gillette	WY	82716	3076869200
ERA Carroll Realty Co., Inc.	306 North Main, P.O. Box 665	Sheridan	WY	82801	3076728911

ERA Franchise Systems LLC – Active Offices
As of December 31, 2021

If you buy this franchise, your contact information may be disclosed to other buyers when you leave the franchise system.

Franchisee	Address	City	State	Zip	Phone
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EXHIBIT H

**ERA Franchise Systems LLC - Outlets that Left the System
As of December 31, 2021**

If you buy this franchise, your contact information may be disclosed to other buyers when you leave the franchise system.

Terminated Outlets and Outlets that have Ceased Operations.

Franchisee	Address	City	State	Zip	Phone
ERA Premier Real Estate	1000 East Ocean Avenue	Lompoc	CA	93436	8057367539
ERA Tradewind Real Estate	601 S Bowen St	Longmont	CO	80501	3037729620
ERA Rising Realty	5455 N. Federal Highway, Unit E	Boca Raton	FL	33487	5616171094
ERA Real Solutions Realty Company, LLC	27180 Bay Landing Drive, Suite 6	Bonita Springs	FL	34135	2394941063
ERA Rising Realty	1820 W Webster Avenue, #307	Chicago	IL	60614	7733959999
Todd Realty ERA Powered	220 North Main St.	North Webster	IN	46555	5748342123
ERA First Advantage Realty, Inc.	1605 Scherm Rd., Unit 5	Owensboro	KY	42301	2702004212
ERA Show Place Realty	183 South Main	Versailles	KY	40383	8598736968
ERA Cape Real Estate	965 Route 28	South Yarmouth	MA	02664	5083984444
ERA Northland Realty Co.	901 Washington Avenue	Detroit Lakes	MN	56501	2188475638
ERA Lambros Real Estate	2901 Brooks Street	Missoula	MT	59801	4065329325
Wilkinson ERA Real Estate	3708 Lyckan Parkway, Suite 206	Durham	NC	27707	9199816505
ERA Mountain View	134 West Union Street	Morganton	NC	28655	8284338777
ERA Central Realty Group	349 Applegarth Road	Monroe Township	NJ	08831	6096555535
ERA Central Realty Group	20 Main Street	Trenton	NJ	08691	6092599900
HUNT Real Estate ERA	6849 East Genesee St.	Fayetteville	NY	13066	3154464681
HUNT Real Estate ERA	2670 Main St.	Whitney Point	NY	13862	6076923665
ERA Real Solutions Realty Company, LLC	2815 Woodburn	Cincinnati	OH	45206	5138919300
ERA Real Solutions Realty Company, LLC	168 S. State Street	Westerville	OH	43081	6148827653
ERA Meridian Real Estate Group	2624 Leechburg Road	Lower Burrell	PA	15068	7243355681
ERA Wilder Realty	5078 Sunset Blvd.	Lexington	SC	29072	8033562455
ERA Real Estate Professionals	400 E College St.	Dickson	TN	37055	6154468999
ERA StarCrest Realty	1125 Legacy Drive, Suite 250	Frisco	TX	75034	9723535700
ERA StarCrest Realty	5600 NW Central Drive, Suite #170	Houston	TX	77092	2815016700
ERA Sun River Realty	8202 W Quinault Ave, Suite B	Kennewick	WA	99336	5097834000
ERA Nations Realty	19415 International Blvd, #304	Seattle	WA	98188	2539450808

**ERA Franchise Systems LLC - Outlets that Left the System - Transfers
As of December 31, 2021**

If you buy this franchise, your contact information may be disclosed to other buyers when you leave the franchise system.

Franchisee	Address	City	State	Zip	Phone
ERA Sargis-Breen Real Estate Co.	1020 Farmington Ave., Unit D	Berlin	CT	06037	8608288188
ERA Sargis-Breen Real Estate Co.	66 Cedar St., Suite 2020	Newington	CT	06111	8606665607
ERA Home Run Real Estate	7016 Charleston Shores Blvd.	Lake Worth	FL	33467	5618108379
ERA Home Run Real Estate	11973 Southern Blvd.	West Palm Beach	FL	33411	5618108379
Great Spaces ERA	5 Savin Hill Avenue	Dorchester	MA	02125	6179327020

EXHIBIT I

ERA Franchise Systems LLC
Offices Awaiting Opening As of December 31, 2021

If you buy this franchise, your contact information may be disclosed to other buyers when you leave the franchise system.

Company	Address	City	State	Zip
Forrest & Fields ERA Real Estate	101 Wren Street	Enterprise	AL	36330
Coral Shores Realty	12555 Orange Drive, Suite 105	Davie	FL	33330
Coral Shores Realty	2881 E. Oakland Pk Blvd., #307	Ft. Lauderdale	FL	33306
Coral Shores Realty	8320 W Sunrise Blvd., #104	Plantation	FL	33322
Foster & Bond	1799 Briarcliff Road, Suite Q2	Atlanta	GA	30306

EXHIBIT J



ERA Real Estate Policy & Procedures Manual

— CONFIDENTIAL AND PROPRIETARY —

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EXHIBIT K

**COMPANY-OWNED AFFILIATE OUTLETS
(Other than ERA® Outlets)**

**COLDWELL BANKER® OUTLETS
STATUS OF COMPANY-OWNED
COLDWELL BANKER® OUTLETS OPERATED BY RBG
FOR YEARS 2019 TO 2021 [1][2]
(Table 4.A)**

State	Year	Outlets at Start of the Year	Outlets Opened	Outlets Reacquired from Franchisee	Outlets Closed	Outlets Sold to Franchisee	Outlets at End of the Year
Arizona	2019	23	0	0	1	0	22
	2020	22	0	0	0	0	22
	2021	22	0	0	1	0	21
California	2019	113	0	0	12	0	101
	2020	101	2	0	5	0	98
	2021	98	3	0	2	0	99
Colorado	2019	15	0	0	0	0	15
	2020	15	0	0	1	0	14
	2021	14	0	0	0	0	14
Connecticut	2019	32	2	0	0	0	34
	2020	34	0	0	0	0	34
	2021	34	0	0	0	0	34
Delaware	2019	2	0	0	0	0	2
	2020	2	0	0	0	0	2
	2021	2	0	0	0	0	2
District of Columbia	2019	3	0	0	1	0	2
	2020	2	0	0	0	0	2
	2021	2	0	0	0	0	2
Florida	2019	73	0	0	2	0	71
	2020	71	0	0	3	0	68
	2021	68	0	0	1	0	67
Georgia	2019	11	0	0	0	0	11
	2020	11	0	0	0	0	11
	2021	11	0	0	0	0	11
Hawaii	2019	7	0	0	1	0	6
	2020	6	0	0	0	0	6
	2021	6	0	0	0	0	6
Illinois	2019	35	0	0	3	0	32

State	Year	Outlets at Start of the Year	Outlets Opened	Outlets Reacquired from Franchisee	Outlets Closed	Outlets Sold to Franchisee	Outlets at End of the Year
	2020	32	0	0	2	0	30
	2021	30	0	0	0	0	30
Indiana	2019	3	0	0	0	0	3
	2020	3	0	0	0	0	3
	2021	3	0	0	1	0	2
Kentucky	2019	1	0	0	0	0	1
	2020	1	0	0	0	0	1
	2021	1	0	0	0	0	1
Maine	2019	5	0	0	0	0	5
	2020	5	0	0	0	0	5
	2021	5	0	0	0	0	5
Maryland	2019	19	0	0	0	0	19
	2020	19	0	0	0	0	19
	2021	19	0	0	2	0	17
Massachusetts	2019	67	0	0	4	0	63
	2020	63	0	0	5	0	58
	2021	58	0	0	2	0	56
Michigan	2019	1	0	0	0	0	1
	2020	1	0	0	0	0	1
	2021	1	0	0	0	0	1
Minnesota*	2019	21	0	0	3	0	18
	2020	18	0	0	1	0	17
	2021	17	0	1	0	0	18
Missouri	2019	17	0	0	1	0	16
	2020	16	0	0	1	0	15
	2021	15	0	0	0	0	15
New Hampshire	2019	8	0	0	0	0	8
	2020	8	0	0	1	0	7
	2021	7	0	0	0	0	7
New Jersey	2019	51	0	0	1	0	50
	2020	50	0	0	3	0	47
	2021	47	0	0	0	0	47
New York	2019	28	0	0	4	0	24
	2020	24	0	0	4	0	20
	2021	20	2	0	12	0	10
North Carolina	2019	5	0	0	0	0	5

State	Year	Outlets at Start of the Year	Outlets Opened	Outlets Reacquired from Franchisee	Outlets Closed	Outlets Sold to Franchisee	Outlets at End of the Year
	2020	5	0	0	0	0	5
	2021	5	0	0	0	0	5
Ohio	2019	17	0	0	0	0	17
	2020	17	0	0	0	0	17
	2021	17	0	0	0	0	17
Pennsylvania	2019	33	0	0	2	0	31
	2020	31	0	0	3	0	28
	2021	28	0	0	0	0	28
Rhode Island	2019	4	0	0	0	0	4
	2020	4	0	0	0	0	4
	2021	4	0	0	1	0	3
South Carolina	2019	14	0	0	1	0	13
	2020	13	0	0	0	0	13
	2021	13	0	0	0	0	13
Texas	2019	34	0	0	0	0	34
	2020	34	0	0	1	0	33
	2021	33	0	0	1	0	32
Utah	2019	11	0	0	1	0	10
	2020	10	0	0	3	0	7
	2021	7	0	0	0	0	7
Virginia	2019	7	0	0	0	0	7
	2020	7	0	0	0	0	7
	2021	7	0	0	0	0	7
Wisconsin*	2019	8	0	0	0	0	8
	2020	8	0	0	0	0	8
	2021	8	0	0	0	0	8
Total	2019	668	2	0	37	0	633
	2020	633	2	0	33	0	602
	2021	602	5	1	23	0	585

*Some outlets in the States of Minnesota and Wisconsin were purchased by RBG in 2021; however, several of these outlets will not be operated as full-service offices by RBG and are not included in this table.

COLDWELL BANKER COMMERCIAL® OUTLETS
STATUS OF COMPANY-OWNED
COLDWELL BANKER COMMERCIAL® OUTLETS OPERATED BY RBG
FOR YEARS 2019 TO 2021 [1][2]
(Table 4.B)

State	Year	Outlets at Start of the Year	Outlets Opened	Outlets Reacquired from Franchisee	Outlets Closed	Outlets Sold to Franchisee	Outlets at End of the Year
Connecticut	2019	1	0	0	0	0	1
	2020	1	0	0	0	0	1
	2021	1	0	0	0	0	1
Hawaii	2019	1	0	0	1	0	0
	2020	0	0	0	0	0	0
	2021	0	0	0	0	0	0
Illinois	2019	2	0	0	0	0	2
	2020	2	0	0	0	0	2
	2021	2	0	0	0	0	2
Total	2019	4	0	0	1	0	3
	2020	3	0	0	0	0	3
	2021	3	0	0	0	0	3

SOTHEBY'S INTERNATIONAL REALTY® OUTLETS
STATUS OF COMPANY-OWNED
SOTHEBY'S INTERNATIONAL REALTY® OUTLETS OPERATED BY RBG
FOR YEARS 2019 TO 2021 [1][2]
(Table 4.C)

State	Year	Outlets at Start of the Year	Outlets Opened	Outlets Reacquired from Franchisee	Outlets Closed	Outlets Sold to Franchisee	Outlets at End of the Year
California	2019	22	0	0	2	0	20
	2020	20	3	0	1	0	22
	2021	22	1	0	0	0	23
Connecticut	2019	1	0	0	0	0	1
	2020	1	0	0	0	0	1
	2021	1	0	0	0	0	1
Florida	2019	1	0	0	0	0	1
	2020	1	0	0	0	0	1
	2021	1	0	0	0	0	1
Massachusetts	2019	2	0	0	0	0	2

	2020	2	0	0	0	0	2
	2021	2	1	0	0	0	3
New Mexico	2019	2	0	0	0	0	2
	2020	2	0	0	0	0	2
	2021	2	0	0	0	0	2
New York	2019	7	0	0	2	0	5
	2020	5	0	0	0	0	5
	2021	5	0	0	0	0	5
Texas	2019	6	0	0	0	0	6
	2020	6	0	0	0	0	6
	2021	6	0	0	0	0	6
Total	2019	41	0	0	4	0	37
	2020	37	3	0	1	0	39
	2021	39	2	0	0	0	41

STATUS OF COMPANY-OWNED
CORCORAN[®] OUTLETS OWNED AND OPERATED BY NRT NY
AND DOING BUSINESS AS THE CORCORAN GROUP
FOR YEARS 2019 TO 2021 [1][3]
(Table 4.D)

State	Year	Outlets at Start of the Year	Outlets Opened	Outlets Reacquired from Franchisee	Outlets Closed	Outlets Sold to Franchisee	Outlets at End of the Year
Florida	2019	2	3	0	0	0	5
	2020	5	0	0	0	0	5
	2021	5	0	0	0	0	5
New York	2019	22	1	0	2	0	21
	2020	21	3	0	1	0	23
	2021	23	0	0	0	0	23
Total	2019	24	4	0	2	0	26
	2020	26	3	0	1	0	28
	2021	28	0	0	0	0	28

CORCORAN SUNSHINE®
STATUS OF COMPANY-OWNED OUTLETS
OWNED AND OPERATED BY NRT NY AND DOING BUSINESS AS
CORCORAN SUNSHINE MARKETING GROUP
FOR YEARS 2019 TO 2021[1][2]
(Table 4.E)

State	Year	Outlets at Start of the Year	Outlets Opened	Outlets Reacquired from Franchisee	Outlets Closed	Outlets Sold to Franchisee	Outlets at End of the Year
New York	2019	1	0	0	0	0	1
	2020	1	0	0	0	0	1
	2021	1	0	0	0	0	1
Total	2019	1	0	0	0	0	1
	2020	1	0	0	0	0	1
	2021	1	0	0	0	0	1

CITI-HABITATSSM
STATUS OF COMPANY-OWNED OUTLETS
OWNED AND OPERATED BY NRT NY AND DOING BUSINESS AS
CITI-HABITATS FOR YEARS 2019 TO 2021 [1][2]
(Table 4.F)

State	Year	Outlets at Start of the Year	Outlets Opened	Outlets Reacquired from Franchisee	Outlets Closed	Outlets Sold to Franchisee	Outlets at End of the Year
New York	2019	7	0	0	0	0	7
	2020	7	0	0	7	0	0
	2021	0	0	0	0	0	0
Total	2019	7	0	0	0	0	7
	2020	7	0	0	7	0	0
	2021	0	0	0	0	0	0

ZIPREALTY®
STATUS OF COMPANY-OWNED OUTLETS
OWNED AND OPERATED BY NRT AND DOING BUSINESS AS ZIPREALTY
FOR YEARS 2019 TO 2021[1][2]
(Table 4.G)

State	Year	Outlets at Start of the Year	Outlets Opened	Outlets Reacquired from Franchisee	Outlets Closed	Outlets Sold to Franchisee	Outlets at End of the Year
Nevada	2019	1	0	0	0	0	1
	2020	1	0	0	1	0	0
	2021	0	0	0	0	0	0
Oklahoma	2019	2	0	0	2	0	0
	2020	0	0	0	0	0	0
	2021	0	0	0	0	0	0
Oregon	2019	1	0	0	1	0	0
	2020	0	0	0	0	0	0
	2021	0	0	0	0	0	0
Texas	2019	1	0	0	1	0	0
	2020	0	0	0	0	0	0
	2021	0	0	0	0	0	0
Washington	2019	1	0	0	1	0	0
	2020	0	0	0	0	0	0
	2021	0	0	0	0	0	0
Total	2019	6	0	0	5	0	1
	2020	1	0	0	1	0	0
	2021	0	0	0	0	0	0

CLIMB REAL ESTATE®
STATUS OF COMPANY-OWNED OUTLETS
OWNED AND OPERATED BY RBG AND DOING BUSINESS AS
CLIMB REAL ESTATE FOR YEARS 2019 TO 2021 [1][2]
(Table 4.H)

State	Year	Outlets at Start of the Year	Outlets Opened	Outlets Reacquired from Franchisee	Outlets Closed	Outlets Sold to Franchisee	Outlets at End of the Year
California	2019	4	0	0	0	0	4
	2020	4	0	0	4	0	0
	2021	0	0	0	0	0	0
Total	2019	4	0	0	0	0	4
	2020	4	0	0	4	0	0
	2021	0	0	0	0	0	0

Notes to Item 20 tables above:

[1] All numbers are as of December 31 for each year.

[2] As described in Item 1, RBG has owned and operated the following other real estate brokerage offices during the past three fiscal years: Coldwell Banker®, Coldwell Banker Commercial®, Sotheby's International Realty®, ZipRealty® and Climb Real Estate® brokerage offices; however, as of 2020, RBG no longer operates real estate brokerages under the Climb Real Estate® and ZipRealty® Marks. RBG's subsidiary, NRT NY d/b/a The Corcoran Group has owned and operated Corcoran® offices and NRT NY also owned and operated the following other real estate brokerage offices during the past three fiscal years: Corcoran Sunshine® and Citi HabitatsSM; however, in 2020 NRT NY consolidated the Citi HabitatsSM operations into Corcoran® company owned real estate brokerage locations. It is these other real estate brokerage offices owned and operated by RBG that are listed as company-owned real estate brokerage offices in Tables 4.A to 4.H in this Exhibit K.

State Effective Dates

The following states have franchise laws that require that the Franchise Disclosure Document be registered or filed with the state, or be exempt from registration: California, Hawaii, Illinois, Indiana, Maryland, Michigan, Minnesota, New York, North Dakota, Rhode Island, South Dakota, Virginia, Washington and Wisconsin.

This document is effective and may be used in the following states, where the document is filed, registered or exempt from registration, as of the Effective Date stated below:

State	Effective Date
California	03/20/22
Hawaii	
Illinois	03/30/22
Indiana	03/30/22
Maryland	Pending
Michigan	03/30/22
Minnesota	Pending
New York	03/30/22
North Dakota	03/30/22
Rhode Island	03/30/22
South Dakota	03/30/22
Virginia	Pending
Washington	Pending
Wisconsin	03/30/22

Other states may require registration, filing, or exemption of a franchise under other laws, such as those that regulate the offer and sale of business opportunities or seller-assisted marketing plans.

RECEIPT

This disclosure document summarizes certain provisions of the Franchise Agreement and other information in plain language. Read this disclosure document and all agreements carefully.

If ERA Franchise Systems LLC (“we” or “us”) offers you a franchise, we must provide this disclosure document to you 14 calendar-days before you sign a binding agreement with, or make a payment to, us or an affiliate in connection with the proposed franchise sale. Iowa and New York require that we give you this disclosure document at the earlier of the first personal meeting or 14 calendar days (or 10 business days in New York) before the execution of the franchise or other agreement or the payment of any consideration that relates to the franchise relationship. Michigan requires that we give you this disclosure document at least 10 business days before the execution of any binding franchise or other agreement or the payment of any consideration, whichever occurs first.

If we do not deliver this disclosure document on time or if it contains a false or misleading statement, or a material omission, a violation of federal and state law may have occurred and should be reported to the Federal Trade Commission, Washington, D.C. 20580 and those state administrators listed in Exhibit B.

The franchisor is ERA Franchise Systems LLC and is located at 175 Park Avenue, Madison, New Jersey 07940. Our telephone number is (973) 407-2000.

Date of Issuance: March 30, 2022

The franchise sellers involved in offering and selling the franchise to you are listed below with a principal business address of 175 Park Ave., Madison, NJ 07940, and telephone number of (973) 407-2000; or will be provided to you separately before you sign the Franchise Agreement:

Name		
Rich Green	Diana Wall	Sherry Chris

We list our registered agents authorized to receive service of process in Exhibit B. I have received a disclosure document with a date of issuance of **March 30, 2022**, that included the following Exhibits:

- | | |
|---|---|
| A. State Addenda; | D-3. Security Agreement; |
| B. Federal and State Regulatory Authorities; Registered Agents for Service of Process; | E. Confidentiality Agreement; |
| C. Real Estate Franchise Agreement including Guaranty of Payment and Performance, Security Agreement and State Addenda; | F. Financial Statements of Realogy Holdings Corp. and Realogy Group LLC; Guarantee of Performance of Realogy Holdings Corp.; Guarantee of Performance of Realogy Group LLC; |
| C-1. ERA Real Estate Powered® Office Addendum to Franchise Agreement; | G. List of Franchisees as of December 31, 2021; |
| C-2. Location Addendum to Franchise Agreement; | H. List of Outlets that Left the ERA® system (including transfers) from January 1, 2021 to December 31, 2021; |
| C-3. Term Extension Addendum to Franchise Agreement; | I. List of Franchise Offices Awaiting Opening as of December 31, 2021; |
| C-4. Limited Purpose Office Addendum; | J. Table of Contents to ERA® Policies and Procedures Manual; and |
| C-5. General Release; | K. Company Owned Affiliate Outlets (Other than ERA® Outlets). |
| C-6. Terms of Use; | |
| D-1. Conversion Promissory Note; | |
| D-2. Expansion Promissory Note; | |

Date of disclosure document receipt: _____
(Do not leave blank)

Signature of Prospective Franchisee

Print Name/Title

RECEIPT

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| D-1. Conversion Promissory Note; | |
| D-2. Expansion Promissory Note; | |

Date of disclosure document receipt: _____
(Do not leave blank)

Signature of Prospective Franchisee

Print Name/Title

Please complete, sign and date both copies of this receipt, keep one copy (the previous page) for your records, and mail one copy (this page) to the address listed on the front page of this disclosure document or email it to our Franchise Administrator at eralegalnotice@era.com.